EMC® SourceOne

Version 6.8

SEARCH USER GUIDE

P/N 300-013-681 A01

EMC Corporation
Corporate Headquarters:
Hopkinton, MA 01748-9103
1-508-435-1000
www.EMC.com

Copyright © 2005 - 2012 EMC Corporation. All rights reserved.

Published February, 2012

EMC believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

THE INFORMATION IN THIS PUBLICATION IS PROVIDED "AS IS." EMC CORPORATION MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE INFORMATION IN THIS PUBLICATION, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Use, copying, and distribution of any EMC software described in this publication requires an applicable software license.

For the most up-to-date listing of EMC product names, see EMC Corporation Trademarks on EMC.com.

All other trademarks used herein are the property of their respective owners.

Contents

Chapter 1 Getting Started

Accessing EMC SourceOne Search 12
Logging on to EMC SourceOne Search 12
Accessing Search after your session expires 16
Logging off EMC SourceOne Search 17
Overview of EMC SourceOne Search 18
Setting preferences 24
Configuring Internet Explorer security for Search 27
Configuring Internet Explorer to play animations 28
Configuring Firefox 4 for EMC SourceOne Search 29
Accessing EMC SourceOne Search from Outlook 29

Chapter 2 Specifying Search Criteria

Considerations 36
Creating a new search 39
Specifying a search type 40
Selecting a content type 41
Opening saved search criteria 42
Searching on keywords 43
Characters 44
How to AND and OR search terms 45
How to use the NOT (-) operator 46
Searching for words and phrases 47
Using wildcards 47
Specifying folders to search 51
Customizing search fields 52
Specifying recipient, sender, or owner 56
Specifying a date 62
Specifying a message size 64

Using "Indexing Error" and "Any Unindexed Content" 65
Saving search criteria 66
Deleting saved search criteria 66
Performing a delegate search 67

Chapter 3 Running and Monitoring Searches

Running a search 72
Monitoring search progress 72
Stopping a search 72
Understanding error messages and warnings 72
About search jobs 74
Re-running searches 74

Chapter 4 Working With Search Results

Introduction 78
Considerations and limitations 79
Navigating search results 80
Adjusting the size of the search results area 81
Adding and removing columns in search results 82
Adjusting column widths 82
Changing order of columns 83
Changing sort column and sort order 83
Selecting items 84
Previewing an item 84
Opening items 85
Opening a message 87
Opening attachments 91
Replying to or forwarding Lotus Notes messages 92
Printing an item in the preview pane 92
Deleting an item 93
Restoring a message to a user mailbox 98
Copying a message to an archive folder 104
Understanding status of Restore, Copy To, Delete operations 107

Appendix A Search Criteria Fields

Introduction 112
Search criteria fields by content type 113
Descriptions of search criteria fields 117

Appendix B Search Results

Introduction 128
Columns in search results 129
Information in preview pane 133

Appendix C Supported Symbols and Characters for Logon

Introduction 140
Supported symbols for logon 140
Supported characters for logon 142

Preface

As part of an effort to improve and enhance the performance and capabilities of its product lines, EMC periodically releases revisions of its hardware and software. Therefore, some functions described in this document may not be supported by all versions of the software or hardware currently in use. For the most up-to-date information on product features, refer to your product release notes.

If a product does not function properly or does not function as described in this document, please contact your EMC representative.

Audience

This document is part of the EMC SourceOne documentation set, and is intended for use by administrators and end users who need to search their archived email and other archived content types.

Conventions used in this document

EMC uses the following conventions for special notices.

Note: A note presents information that is important, but not hazard-related.

CAUTION

A caution contains information essential to avoid data loss or damage to the system or equipment.

IMPORTANT

An important notice contains information essential to operation of the software.

WARNING

A warning contains information essential to avoid a hazard that can cause severe personal injury, death, or substantial property damage if you ignore the warning.

DANGER

A danger notice contains information essential to avoid a hazard that will cause severe personal injury, death, or substantial property damage if you ignore the message.

Typographical conventions

EMC uses the following type style conventions in this document:

Normal	Used in running (nonprocedural) text for: • Names of interface elements (such as names of windows, dialog boxes, buttons, fields, and menus) • Names of resources, attributes, pools, Boolean expressions, buttons, DQL statements, keywords, clauses, environment variables, filenames, functions, utilities • URLs, pathnames, filenames, directory names, computer names, links, groups, service keys, file systems, notifications
Bold:	Used in running (nonprocedural) text for: • Names of commands, daemons, options, programs, processes, services, applications, utilities, kernels, notifications, system call, man pages Used in procedures for: • Names of interface elements (such as names of windows, dialog boxes, buttons, fields, and menus) • What user specifically selects, clicks, presses, or types
Italic:	Used in all text (including procedures) for: • Full titles of publications referenced in text • Emphasis (for example a new term) • Variables
`Courier:`	Used for: • System output, such as an error message or script • URLs, complete paths, filenames, prompts, and syntax when shown outside of running text
`Courier bold:`	Used for: • Specific user input (such as commands)

Courier italic:	Used in procedures for: • Variables on command line • User input variables
< >	Angle brackets enclose parameter or variable values supplied by the user
[ ]	Square brackets enclose optional values
|	Vertical bar indicates alternate selections - the bar means “or”
{ }	Braces indicate content that you must specify (that is, x or y or z)
...	Ellipses indicate nonessential information omitted from the example

Where to get help

EMC support, product, and licensing information can be obtained as follows.

Product information — For documentation, release notes, software updates, or for information about EMC products, licensing, and service, go to the EMC Powerlink website (registration required) at:

`http://Powerlink.EMC.com`

Technical support — For technical support, go to EMC Customer Service on Powerlink. To open a service request through Powerlink, you must have a valid support agreement. Please contact your EMC sales representative for details about obtaining a valid support agreement or to answer any questions about your account.

Your comments

Your suggestions will help us continue to improve the accuracy, organization, and overall quality of the user publications. Please send your opinion of this document to:

`techpubcomments@EMC.com`

If you have issues, comments, or questions about specific information or procedures, please include the title and, if available, the part number, the revision (for example, A01), the page numbers, and any other details that will help us locate the subject you are addressing.

1

Getting Started

This chapter contains the following topics:

- Accessing EMC SourceOne Search 12
- Logging on to EMC SourceOne Search 12
- Accessing Search after your session expires 16
- Logging off EMC SourceOne Search 17
- Overview of EMC SourceOne Search 18
- Setting preferences 24
- Configuring Internet Explorer security for Search 27
- Configuring Internet Explorer to play animations 28
- Configuring Firefox 4 for EMC SourceOne Search 29
- Accessing EMC SourceOne Search from Outlook 29

Accessing EMC SourceOne Search

To access EMC SourceOne Search, do one of the following steps:

- (For Internet Explorer only) Double-click the SourceOne Search Application shortcut on your desktop.
- Start your Web browser. In the **Address** field, enter the address (URL) provided to you by your system administrator.

  An example is:

  `http://server/Search`

  where *server* is the name of the EMC SourceOne Search Web server.

The EMC SourceOne Search Logon page appears.

Note: If you see a dialog box about a security alert or about the Web site being blocked, refer to "Configuring Internet Explorer security for Search" on page 27.

Note: You can add a button to Outlook so that you can start EMC SourceOne from Outlook. Refer to "Accessing EMC SourceOne Search from Outlook" on page 29.

Logging on to EMC SourceOne Search

Refer to:

- "About logging on and user authentication" on page 12
- "Specifying a domain when logging onto Search" on page 13
- "Limitations and considerations" on page 14
- "Procedure: Logging on to EMC SourceOne Search" on page 14

About logging on and user authentication

Your site's configuration determines whether or not you have to log on to EMC SourceOne Search:

- You do not log on to EMC SourceOne Search if your site uses Windows Integrated Authentication or Domino Single Sign-On (SSO). The main search page displays instead of the search logon page. Continue to "Overview of EMC SourceOne Search" on page 18.
- You must log on if your site does not use Windows Integrated Authentication or Domino Single Sign-On (SSO). Continue to "Procedure: Logging on to EMC SourceOne Search" on page 14.

Specifying a domain when logging onto Search

When is a domain required?

Depending on the site configuration, a user logging onto SourceOne Search may have to specify a domain in the Username field.

- If the SourceOne Worker server running the Search service is in the same domain as the user, then the user does not have to specify a domain. The domain is optional.
- In a multi-domain (resource domain) environment, if the SourceOne Worker running the Search service is not in the same domain as the user, then the user must specify a domain in the Username field.

What formats are valid?

Use one of the following formats to specify your domain in the Username field:

- *user@domain*
- *domain\user*

For example, either JohnDoe@emc1.com or emc1\JohnDoe is valid.

How Windows interprets the username and domain

When a user logs on to EMC SourceOne Search, the username and domain is passed to Windows exactly as entered by the user, and Windows attempts to log in the user.

- The domain name format is determined by how the domain was configured and what is visible in DNS. Usually, this will be the short form (for example, **emc**) and the full form (for example, **emc.com**).
- If a domain is not specified, Windows looks up both a local user account and the domain in which the local system belongs.

- In the context of SourceOne, the system on which the Search service is running is considered to be the local system because that is the system from which the logon command is issued. The system running the web browser is not considered to be the local system. (SDR 34212, 36835)

Limitations and considerations

Supported characters

If all of your SourceOne Search and Search Web Services servers are configured to use Windows code page 1252 (Western Europe/Latin1), then you can log on using the following symbols and characters, as well as ASCII characters:

Symbols:

¡ ¢ £ ¤ ¥ ¦ § ¨ © ª « ¬ ® ¯ ° ± ² ³ ´ µ ¶ · ¸ ¹ º » ¼ ½ ¾ ¿ × ÷

Characters:

À Á Â Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï Ð Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ø ù ú û ü ý þ ÿ

Refer to Appendix C, "Supported Symbols and Characters for Logon" on page 139 for descriptions.

If your SourceOne Search web servers are not configured to use Windows code page 1252, or are configured to use a mix of Windows code pages including Windows code page 1252, then you must use only ASCII characters to log on. Other system code pages may allow you to use additional characters, but those code pages are not supported for SourceOne Search logon.

IBM Lotus Domino

- For the **IBM Lotus Domino** logon to work, you must have an Internet password defined.
- If you are a Domino/Notes user and your name exists in multiple Domino directories (Notes address books), then you must log on using your fully qualified Notes name.

Procedure: Logging on to EMC SourceOne Search

Procedure

The EMC SourceOne Search Logon page displays the **Username** and the **Log on to** information of the last user that logged on. The typing cursor is in the **Password** field. (For more information, refer to "How logon information is saved" on page 15.)

If this is the first time that you have logged on to EMC SourceOne Search, then the fields are blank, and the typing cursor is in the **Username** field.

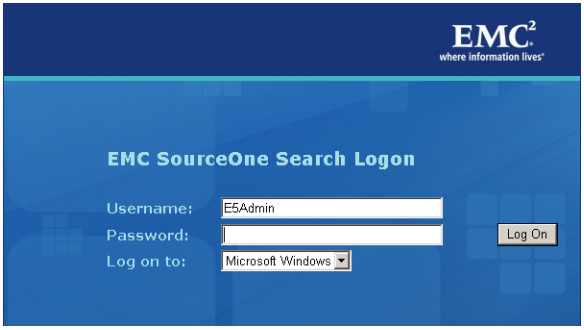


Figure 1 **EMC SourceOne Search Logon page**

To log on:

1. In the **Username** field, enter your user name.
2. In the **Password** field, enter your password.
3. In the **Log on to** field, select the type of logon account you use:
   - **Microsoft Windows** (for Exchange/Outlook users)
   - **IBM Lotus Domino** (for Domino/Notes users)
4. Click **Log On**.

The EMC SourceOne Search page appears.

Continue to:

- "Overview of EMC SourceOne Search" on page 18
- "Specifying Search Criteria" on page 35

How logon information is saved

Logon information (except your password) is saved as a cookie in your browser's cache.

If you delete the cookie using your browser's Delete Cookies command, then you will have to re-enter your **Username** and **Log on to** information in the EMC SourceOne Search Logon page.

Cookies are specific to a browser. For example, if you log on using Internet Explorer, then your log on settings are saved in an Internet Explorer cookie. If you log on later using Firefox, Firefox will not display your log on settings because it is not aware of the Internet Explorer cookie.

Accessing Search after your session expires

Your search session will expire (time out) after a period of inactivity.

- If your site does not use Windows Integrated Authentication or Domino Single Sign-On (SSO), then the EMC SourceOne Search Logon page displays.
- If your site uses Windows Integrated Authentication or Domino Single Sign-On (SSO), then an information page displays. Depending on your site's configuration, the page displays one of the following messages:
  - *Your session has expired due to inactivity. Press Continue to return to the application.*

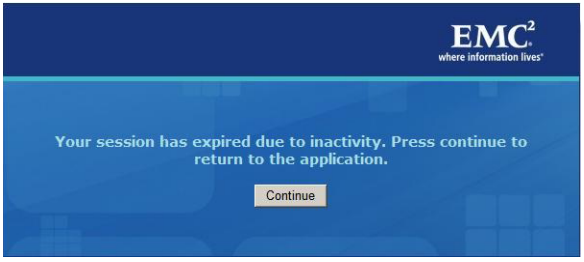

EMC²
where information lives
Your session has expired due to inactivity. Press continue to return to the application.
Continue

Figure 2 Session expired

  - *Your Domino SSO session has expired. You will be redirected so that you can re-enter your portal credentials.*

Logging off EMC SourceOne Search

To log off EMC SourceOne Search, click the **Log Off** icon in the toolbar.

Figure 3 **Log Off icon**

The page that appears next depends on your site's configuration:

- If your site does not use Windows Integrated Authentication or Domino Single Sign-On (SSO), then the EMC SourceOne Search Logon page displays.
- If your site uses Windows Integrated Authentication or Domino Single Sign-On (SSO), then an information page displays the following message:

  To complete the log off process you must close all browser windows and exit the browser application.

Overview of EMC SourceOne Search

Use EMC SourceOne Search to find archived content.

- Users can search for email content and files.
- Administrators can search for email content, files, and SharePoint content.

Refer to:

- "Search page at startup" on page 18
- "Main areas on Search page" on page 19

Search page at startup

At startup, the Search page displays the last search that you ran, including the search type, folder scope, search fields, and search results. In addition, Search reconnects to any unfinished jobs (Restore, Copy to Archive, Delete). By default, the results of your last search are automatically saved for 7 days.

If you never created a search, then the fields and results are blank at startup.

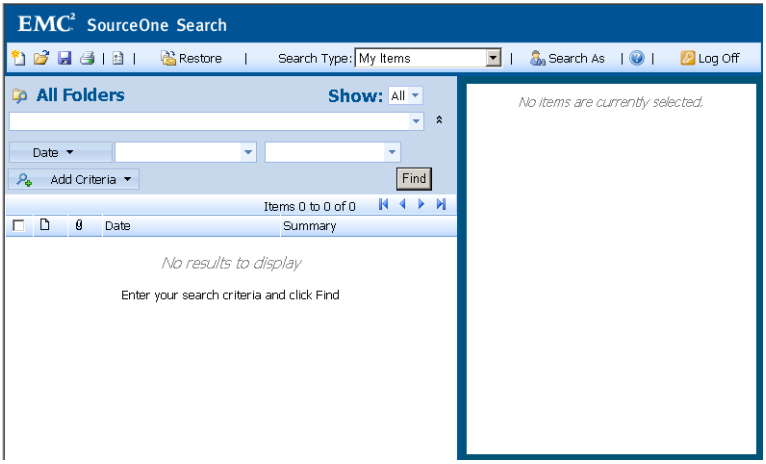


Figure 4 Example - EMC SourceOne Search Page at startup (blank)

Note: Your system administrator can configure the default search type and hide the Search As option on the toolbar.

To create a new search, refer to "Creating a new search" on page 39.

Main areas on Search page

The EMC SourceOne Search page has four main areas:

- "Toolbar" on page 19
- "Search criteria" on page 21
- "Search results" on page 23
- "Preview pane" on page 23

Toolbar

The icons in the toolbar depend on the **Search Type** you select. Your system administrator can hide the Search As option and the Restore option.

Figure 5 Administrator toolbar

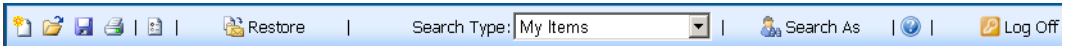


Figure 6 My Items toolbar

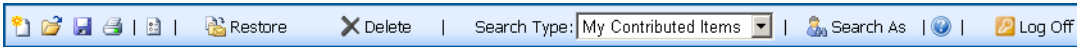


Figure 7 My Contributed Items toolbar (when you also have Delete permission)

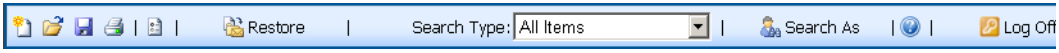


Figure 8 All Items toolbar

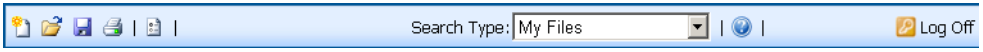


Figure 9 My Files toolbar

Refer to "Specifying a search type" on page 40 for information about search types.

The following table describes the icons and fields in the toolbar.

Table 1 EMC SourceOne Search toolbar

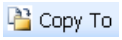
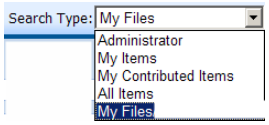
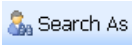
Icon or field	Name	Description
	New Search	Use to clear search results and to reset the search fields. Refer to "Creating a new search" on page 39 and "Resetting search fields and clearing search results" on page 55.
	Open Search	Use to open saved search criteria. Refer to "Opening saved search criteria" on page 42.
	Save Search	Use to save search criteria. Refer to "Saving search criteria" on page 66.
	Print Message	Use to print a selected message. Refer to "Working With Search Results" on page 77.
	Options	Use to set preferences, and to select columns to display in search results. Refer to "Setting preferences" on page 24.
	Restore (to Mailbox)	If your system administrator enabled it, this option is available for Administrator, All Items, My Items, and My Contributed Items search types. Not available for Files content type. If you select multiple items some of which are Files content type, an error displays: "One or more files are selected. This operation is not valid for files. Unselect them and try again." Not available for My Files search type. Use to restore a selected message to a folder in a user mailbox on the mail server. Refer to "Working With Search Results" on page 77.
	Copy To (Archive)	Available for Administrator search type. Not available for Files content type. If you select multiple items some of which are Files content type, an error displays: "One or more files are selected. This operation is not valid for files. Unselect them and try again." Not available for All Items, My Items, My Contributed Items, and My Files search types. Use to restore and copy a selected message to an archive folder. Refer to "Working With Search Results" on page 77.

Table 1 EMC SourceOne Search toolbar (continued)

Icon or field	Name	Description
	Delete	Use to delete a message from: • The archive, if you selected the Administrator search type. • The archive, if you selected the My Contributed Items search type and if you have Delete permission on the folders containing the messages that you want to delete. Refer to "Working With Search Results" on page 77. Not available for All Items, My Items, and My Files search types. Not available for delegate searches (Search As searches).
	Search Type	Use to select the type of search that you want to perform. The available search types depend on your level of permissions. The default is "My Items." If you perform a delegate search (Search As), then the available search types are those for which the delegate user has permissions. Refer to "Specifying a search type" on page 40.
	Search As (Delegate User)	If your system administrator enabled it, the Search As option is available for My Items, My Contributed Items, and All Items search types. The Search As option is never available for Administrator and My Files search types. Use to specify the name of the person whose email you want to search as a delegate. Refer to "Working With Search Results" on page 77.
	Help	Use to open the help for EMC SourceOne Search.
	Log Off	Use to log off EMC SourceOne Search. Refer to "Logging off EMC SourceOne Search" on page 17.

Search criteria

In the search criteria area, specify the:

- Folders to search
- Types of content to search
- Search fields to use
- Values on which to search for items

The default search fields depend on the content type that you select in the Show field.

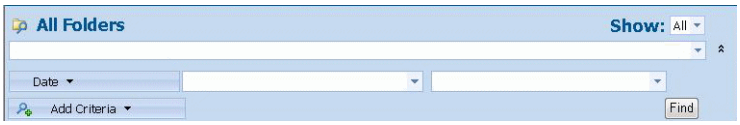


Figure 10 **Search criteria area - default fields for All content type**

Folders

The upper left corner displays the folders that you selected to search, as described in "Specifying folders to search" on page 51. The default is All Folders.

Show field

Use the **Show** field to select the type of content to search.

The available content types depend on the content types that your site archives, and the search type that you selected.

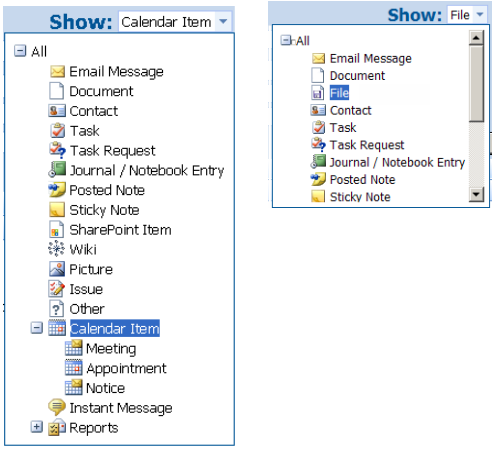


Figure 11 **Show field - examples**

The default content type is **All**.

Refer to "Search Criteria Fields" on page 111 for descriptions of the search fields available for each content type.

Keyword field

Use the top, unlabeled field for keyword searches.

Refer to "Searching on keywords" on page 43.

You can also add Keyword fields by using the Add Criteria button.

Default search fields

The default search fields vary, depending on the content type you selected in the Show field.

For example, if you select All in the Show field, then Date is the only default search field.

Refer to "Search Criteria Fields" on page 111 for more information about the default fields for each content type.

You can add, change, and remove search fields. Refer to "Specifying Search Criteria" on page 35.

Search results

The search results area lists the archived items that match your search criteria.

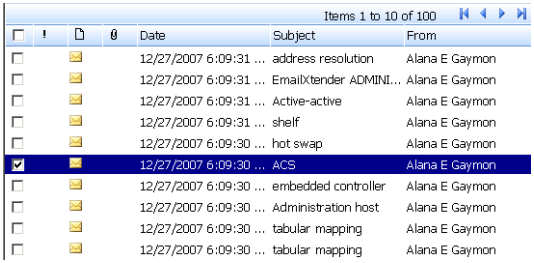

Items 1 to 10 of 100
Date
Subject
From
12/27/2007 6:09:31 ... address resolution Alana E Gaymon
12/27/2007 6:09:31 ... EmailXtender ADMINI... Alana E Gaymon
12/27/2007 6:09:31 ... Active-active Alana E Gaymon
12/27/2007 6:09:31 ... shelf Alana E Gaymon
12/27/2007 6:09:30 ... hot swap Alana E Gaymon
12/27/2007 6:09:30 ... ACS Alana E Gaymon
12/27/2007 6:09:30 ... embedded controller Alana E Gaymon
12/27/2007 6:09:30 ... Administration host Alana E Gaymon
12/27/2007 6:09:30 ... tabular mapping Alana E Gaymon
12/27/2007 6:09:30 ... tabular mapping Alana E Gaymon

Figure 12 Example - Search results

You can add and remove columns in search results, as described in "Setting preferences" on page 24. However, you must specify the columns before you run a search.

Preview pane

The preview pane displays a preview of the selected item.

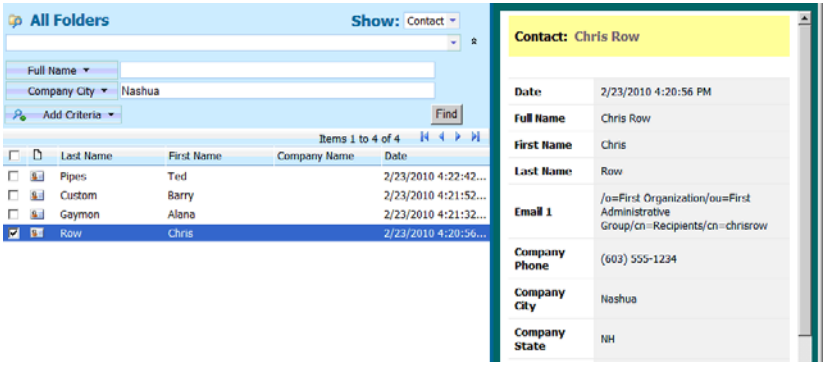


Figure 13 Example - Preview of Contact

The **Attachments** field displays the names of attachments as links.

Refer to "Working With Search Results" on page 77 for information on opening messages and attachments.

Setting preferences

To set preferences for displaying search results:

1. On the EMC SourceOne Search page, click **Options** in the toolbar.

   The Options dialog box opens.

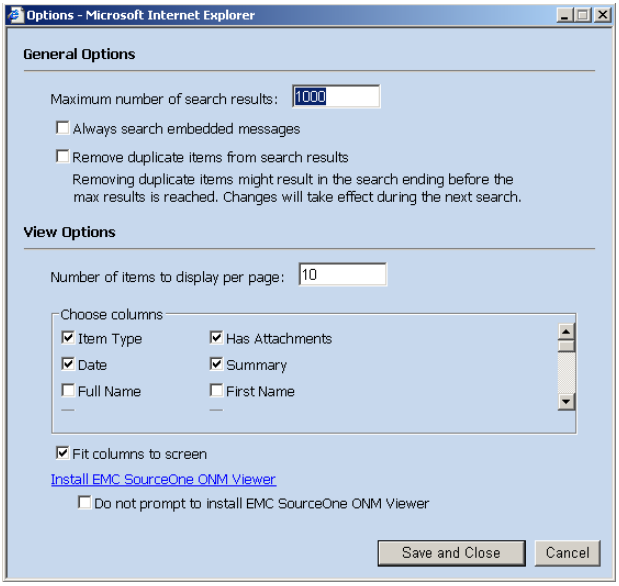

Options - Microsoft Internet Explorer
General Options
Maximum number of search results:
1000
Always search embedded messages
Remove duplicate items from search results
Removing duplicate items might result in the search ending before the max results is reached. Changes will take effect during the next search.
View Options
Number of items to display per page:
10
Choose columns
Item Type
Has Attachments
Date
Summary
Full Name
First Name
Fit columns to screen
Install EMC SourceOne ONM Viewer
Do not prompt to install EMC SourceOne ONM Viewer
Save and Close
Cancel

Figure 14 Options

2. Edit settings as described in the following table.

Table 2 Settings in Options dialog box

Setting	Description
Maximum number of search results	Specify the maximum number of items that you want search to return. The minimum value is 1.
Always search embedded messages	To always search for messages embedded in other messages, select this checkbox. If this checkbox is cleared, EMC SourceOne Search may still search embedded messages in certain cases. For example, by default, other search fields (such as Keyword, Subject, and Body) perform a full-text index search on messages and embedded messages in the EMC SourceOne Native Archive. A full-text index search also occurs if you manually enter values in an address field.
Remove duplicate items from search results	To remove duplicate items from search results, select this checkbox. To display duplicate items in search results, clear this checkbox. For more information about removing duplicates, refer to "About removing duplicates from search results" on page 26.
Number of items to display per page	Specify the number of returned items that you want to view per page. The minimum value is 1. The maximum value is 50.
Choose columns	The columns that are available depend on what you selected in the Search Type field and the Show field. Do one of the following steps for each column checkbox: • To display a column in search results, select the checkbox. • To not display a column in search results, clear the checkbox. Refer to "Columns in search results" on page 129 for a list of the columns available for each content type. **Note:** You must specify the columns before you run a search. If you specify certain columns after a search runs, and click Save in the Options dialog box, then an alert displays: *The following column(s) were added but data may not be available until the next search is run.* If you do not rerun the search after you add columns, then those columns may be empty in search results. Both the search criteria fields and the results columns you choose determine whether a relational search or a full-text index search is performed. If you choose any columns that are full-text index only, then a full-text index search is performed, even if the search criteria fields by themselves could support a relational-only search. This full-text index search ensures that complete results are returned.
Fit columns to screen	To adjust column widths to the width of the screen, and to not display a horizontal scrollbar, select this checkbox. To not adjust column widths to the width of the screen, and to display a horizontal scrollbar instead, clear this checkbox.

Table 2 Settings in Options dialog box (continued)

Setting	Description
Install EMC SourceOne ONM Viewer	This link is available if you logged onto EMC SourceOne Search using a Notes logon, and if your system administrator has allowed users to install the viewer. To install the EMC SourceOne ONM Viewer (required to open Notes messages in search results), click the link.
Do not prompt to install EMC SourceOne ONM Viewer	This checkbox is available if you logged onto EMC SourceOne Search using a Notes logon, and if your system administrator has allowed users to install the viewer. To control the display of the ONM Viewer download prompt when you open a Notes message in search results for the first time, do one of the following steps • To prevent the download prompt from appearing, select this checkbox. • To display the download prompt, clear this checkbox. **Note:** If a newer version of the ONM Viewer is available, then the download prompt will appear even if you selected the **Do not prompt to install EMC SourceOne ONM Viewer** checkbox.

3. Click **Save and Close** to save your changes and to close the Options dialog box.

About removing duplicates from search results

If you select the **Remove duplicate items from search results** checkbox, and if duplicates are encountered during the search, then you may see fewer items returned than the **Maximum number of search results** you specified.

In search results, duplicate items are counted as part of the **Maximum number of search results** value. Search returns the maximum number of results first, then removes the duplicates.

For example, suppose you specified a **Maximum number of search results** value of 500, and you selected the **Remove duplicate items from search results** checkbox. Assume that your maximum number of items was found (500), which included 150 duplicates. Instead of seeing 500 items displayed, you will see 350 items (500 - 150).

Configuring Internet Explorer security for Search

You or your system administrator must configure Internet Explorer security for EMC SourceOne Search:

1. Add the Search URL to Internet Explorer's Local Intranet list:
   a. In the Security tab of the Internet Options dialog box, select the **Local Intranet** icon.

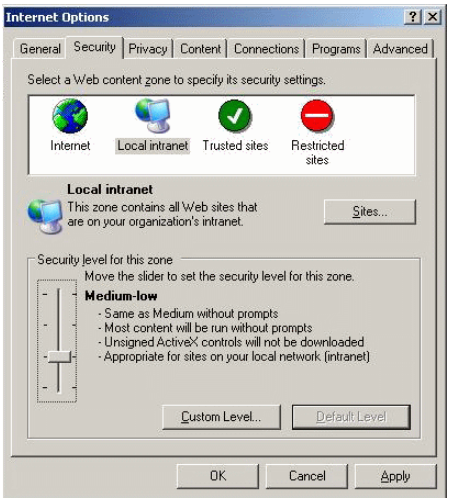


Figure 15 **Internet Explorer - Internet Options - Local Intranet**

   b. Click **Sites**.
   c. In the Local Intranet dialog box, click **Advanced**.
   d. In the second Local Intranet dialog box, click **Add** to add the Search URL to the list.
   e. Click **Close** to close the second Local Intranet dialog box.
   f. Click **OK** to close the first Local Intranet dialog box.
   g. In the Internet Options dialog box, click **Apply** to apply your changes.
   h. Leave the Internet Options dialog box open for the next step.
2. Configure the Local Intranet zone for Medium-low security:

a. In the Security tab of the Internet Options dialog box, select the **Local Intranet** icon.

b. Set the security level slider to **Medium-low**.

c. In the Internet Options dialog box, click **OK** to save your changes and to close the dialog box.

Configuring Internet Explorer to play animations

Note: This section only applies to Internet Explorer when used with Windows Server 2008 R2.

EMC SourceOne uses animated images to indicate that certain operations are in progress.

In Internet Explorer used with Windows Server 2008 R2, animated images are disabled by default.

To play animated images:

1. In Internet Explorer, select Tools > Internet Options.
2. Click the Advanced tab.
3. In the Multimedia section, select **Play animations in webpages**.

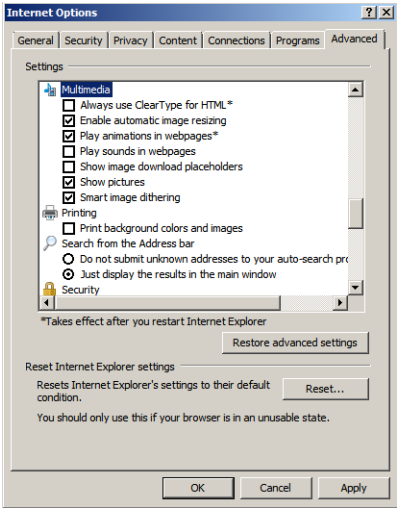


Figure 16 Internet Explorer - Play animations in webpages

4. Restart Internet Explorer.

Configuring Firefox 4 for EMC SourceOne Search

Firefox 4 has a security feature (the **Prevent this page from creating additional dialogs** check box) that allows you to prevent modal pop-up dialogs when a web site creates two pop-ups successively within 10 seconds. This feature cannot be disabled in the EMC SourceOne Search web site because it is a local setting in the your web browser.

The EMC SourceOne Search web site requires these pop-up confirmation dialogs in several places, so preventing them from being shown effectively breaks the Search site. This is similar to using a pop-up blocking plug-in with other browsers and choosing to disallow pop-ups on the Search site.

Do not select the **Prevent this page from creating additional dialogs** check box. If you select it accidentally, do one of the following steps:

- Refresh the Search web page.
- Log out and then log back in to Search.

Accessing EMC SourceOne Search from Outlook

You can access EMC SourceOne Search from Outlook. Search will open in a new browser window.

To add a link to Outlook 2010 to access EMC SourceOne Search, refer to the EMC Solution "How to add a SourceOne Email Management Web Search shortcut link in a Microsoft Office Outlook 2010 client" at http://solutions.emc.com/emcsolutionview.asp?id=esg125707.

To add a button to Outlook 2003/2007 to access EMC Source One Search:

1. In Outlook 2003/2007, select Tools > Customize.
2. Complete the following steps:
   a. "Display the Web toolbar" on page 30
   b. "Add a Web Browser button to the Web toolbar" on page 30
   c. "Customize the Web Browser button" on page 32

Display the Web toolbar

To display the Web toolbar in Outlook 2003/2007:

1. In the Customize dialog box, click the Toolbars tab.
2. On the Toolbars tab, select the **Web** checkbox.

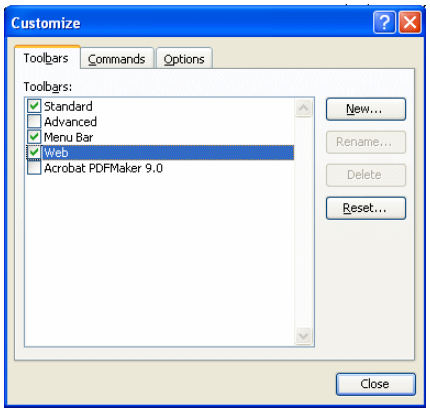


Figure 17 **Outlook - Customize > Toolbars tab**

The Web toolbar appears in the Outlook toolbar area.

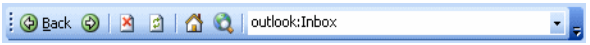


Figure 18 **Outlook - Web toolbar**

3. Keep the Customize dialog box open.
4. Continue to "Add a Web Browser button to the Web toolbar" on page 30.

Add a Web Browser button to the Web toolbar

To add a Web Browser button to the Web toolbar in Outlook 2003/2007:

1. In the Customize dialog box, click the Commands tab.
2. On the Commands tab:
   a. In the Categories list, select **Web**.

b. In the Commands list, select **Web Browser**, then drag and drop it onto the Web toolbar in the desired location.

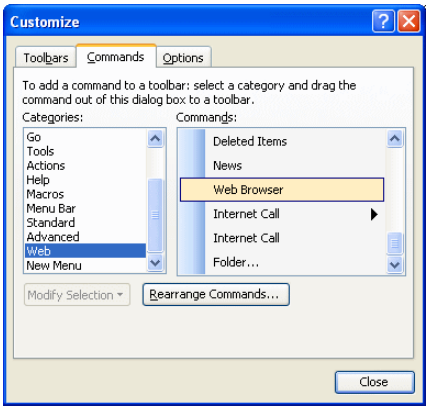


Figure 19 Outlook - Customize > Commands tab

Figure 20 Outlook - Web Browser button added to Web toolbar

3. Keep the Customize dialog box open.
4. Continue to "Customize the Web Browser button" on page 32.

Customize the Web Browser button

To customize the Web Browser button in Outlook 2003/2007:

1. In the Web toolbar, right-click the new **Web Browser** button to display a menu. Perform the following steps using the options on the right-click menu.
2. In the **Name** option, change the name from Web Browser to one that describes the button (for example, "EMC SourceOne Search" or "Search Archive").

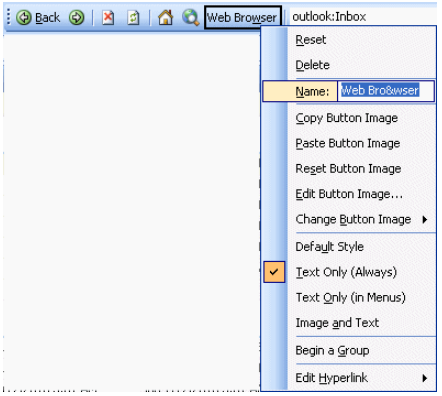


Figure 21 Outlook - Web Browser button > Name

3. Click **Change Button Image**, then select an icon that is appropriate for a search button (for example, a key icon).

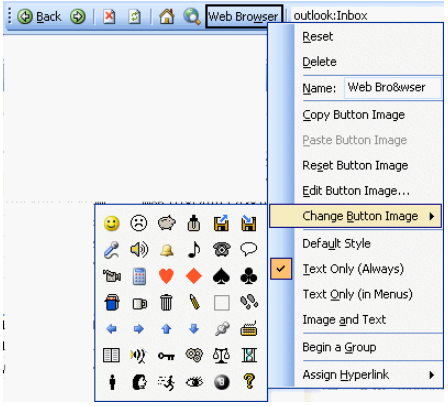


Figure 22 Outlook - Web Browser button > Change Button Image

4. Click **Assign Hyperlink > Open**.

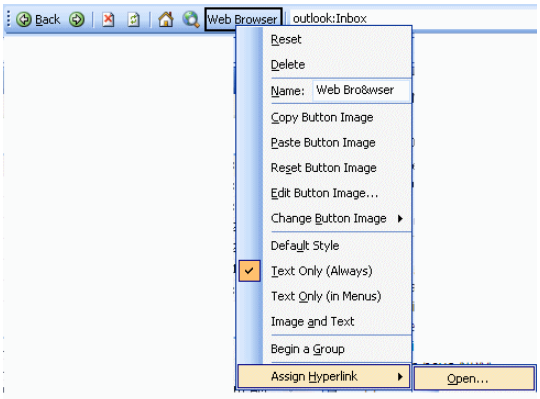


Figure 23 **Outlook - Web Browser button > Assign Hyperlink > Open**

5. In the Assign Hyperlink: Open dialog box:

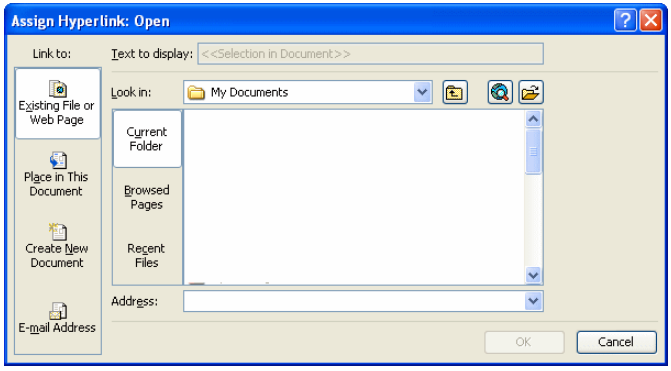


Figure 24 **Outlook - Assign Hyperlink: Open**

a. In the Link To column on the left, select **Existing File Or Web Page**. (It should be selected by default.)

b. Ignore the Look In field and the scrolling list below it.

c. In the Address field, type the URL for EMC SourceOne Search in the Address field as:

`http://<Server Name>/Search`

where <*Server Name*> is the name of the EMC SourceOne Search Web server.

d. Click **OK** to close the Assign Hyperlink: Open dialog box

6. Click **Close** to close the Customize dialog box.

When you click the new button on the Web toolbar, a new Web browser window opens, pointing to the EMC SourceOne Search web site.

2

Specifying Search Criteria

This chapter contains the following topics:

- Considerations 36
- Creating a new search 39
- Specifying a search type 40
- Selecting a content type 41
- Opening saved search criteria 42
- Searching on keywords 43
- Characters 44
- How to AND and OR search terms 45
- How to use the NOT (-) operator 46
- Searching for words and phrases 47
- Using wildcards 47
- Specifying folders to search 51
- Customizing search fields 52
- Specifying recipient, sender, or owner 56
- Specifying a date 62
- Specifying a message size 64
- Using "Indexing Error" and "Any Unindexed Content" 65
- Saving search criteria 66
- Deleting saved search criteria 66
- Performing a delegate search 67

Note: For a complete list of available search criteria fields, refer to "Search Criteria Fields" on page 111.

Considerations

General

- You can run one search at a time. If you open a second browser window in Internet Explorer (**File > New > Window**) and run another search, the same results are posted to both windows.
- Both the search criteria fields and the results columns you choose determine whether a relational search or a full-text index search is performed. If you choose any columns that are full-text index only, then a full-text index search is performed, even if the search criteria fields by themselves could have supported a relational-only search. This full-text index search ensures that complete results are returned.
- Do not copy text from HTML sources into search fields. Certain characters (such as double quotes) will display correctly after pasting; however, they include HTML codes that will result in incorrect search results. SourceOne only supports keyboard-generated double quotes or other special characters.
- If you do not supply values for any search criteria fields, a confirmation prompt displays:

  ```
  No search criteria was specified. Running this search
  will return all items in the archive. Are you sure you
  want to continue?
  ```

  If you continue, then the search finds and returns all items in the archive, up to the **Maximum number of search results** specified in **Options**. Refer to "Setting preferences" on page 24.

  Running a search without criteria can adversely affect system performance.

Searching EmailXtender archives

Consider the following differences in searching EmailXtender 4.8 SP1 archives and EMC SourceOne archives:

- A search on multiple Sender fields or on multiple Recipient fields is not supported against an EmailXtender archive.
- Searches that use the Owner field with the Sender field, the Recipient field, or the Sender Or Recipient field are not supported against an EmailXtender archive.

- Searches of EmailXtender archives may result in slow response times if you specify search criteria that only SourceOne supports (for example, the Sent Date field or the Email Message content type). Searches of EmailXtender archives are faster if you specify only the search criteria that EmailXtender supports:
  - Keyword
  - Date
  - Sender
  - Recipient
  - Owner
  - Subject
  - Body
  - Attachment Name
  - Attachment Content
  - Has Attachment
  - Size
  - Importance
  - Sensitivity
- The forward slash character (/) is a significant character in EMC SourceOne for compliance reasons. Searches will not be consistent across EmailXtender 4.8 SP1 servers that identify the forward slash character (/) as an insignificant character in the isys.cfg file.
- You cannot delete messages from the EmailXtender 4.8 SP1 archive through EMC SourceOne Search. To delete messages from the EmailXtender 4.8 SP1 archive, use the EmailXtender 4.8 SP1 Search Plug-in.
- By design, EMC SourceOne Search does not prevent you from trying to delete items from an EmailXtender 4.8 SP1 archive folder. EMC SourceOne Search reports the items in the failed items count on the Delete Status > Details page. Click the **View failure report** link on this page to see the Failure report. The items are labeled with "Failed to delete item."

- EmailXtender 4.x does not support multi-byte characters (MBCS) in IBM Lotus Domino messages. If a multi-byte Domino message is archived in EmailXtender 4x, EMC SourceOne search may have problems finding the message in the EmailXtender archive when you perform searches by subject or keyword.

Languages

- You cannot search for words in a Thai or Korean message using EMC SourceOne Search because there are no spaces between words in a Thai or Korean sentence. EMC SourceOne Search does not recognize the individual words because there are no spaces.

  Search for Thai or Korean messages using a method other than searching words in the body of the message.

Creating a new search

To begin a new search:

1. To clear search results and to reset the search fields, do one of the following steps:
   - Click the **New Search** icon in the toolbar.

Figure 25 **New Search icon**

   - In the search criteria area, click the dropdown arrow in the keyword search field, then select **New Search** from the keyword field dropdown menu.

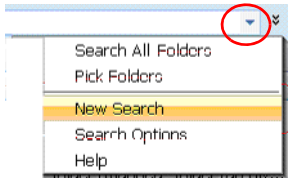


Figure 26 **New Search on Keyword dropdown menu**

2. Select a search type, as described in "Specifying a search type" on page 40.
3. Select a content type in the Show field, as described in "Selecting a content type" on page 41.
4. Do any of the following steps, as appropriate:
   - Use the default search fields that appear at start up or after you use **New Search**.
   - Add or remove search fields. Refer to "Customizing search fields" on page 52.
   - Use saved search criteria. Refer to "Opening saved search criteria" on page 42.

Specifying a search type

In the toolbar, the **Search Type** field displays the types of search you are authorized to run. The types of content you can search depend on the content types that your site archives.

Table 3 Search types

Search type	Description
My Items	You can see only those email items for which you are an owner. You must have Owner permission on each folder that you search.
My Files	You can see files for which you have access permission. You must have My Files permission on each folder that you search. **Note:** The My Files search type is available only if you log on to SourceOne Search with Windows credentials. If you log on to SourceOne Search with Domino credentials, the My Files search type is not available, since this combination is not valid.
My Contributed Items	You can see only those email items for which you are a contributor (you directed the messages to be archived). You must have Contributor permission on each folder that you search. If you have Delete permission on the folders containing your archived mail items, then you will be able to delete those items.
All Items	You can see all email items, SharePoint content, and file content. You must have Read All permission on each folder that you search.
Administrator	You can read, add, or delete all email items, SharePoint content, and file content. You must have Administrator permission on each folder that you search.

The search type determines the search fields and toolbar icons that you are allowed to use.

You cannot change the search type while a search is running.

IMPORTANT

Select the search type before you enter search criteria. If you change the search type, the following prompt appears: "Changing the search type will reset the search fields. Are you sure you want to continue?" If you select Yes, then all of your search criteria will be lost, and any search fields you added will be removed. In addition, results from a previous search will be cleared.

Note: To search another person's email as a delegate, refer to "Performing a delegate search" on page 67.

Selecting a content type

In the **Show** field, select the content type to search.

The available content types depend on the content types that your site archives, and on the search type that you selected.

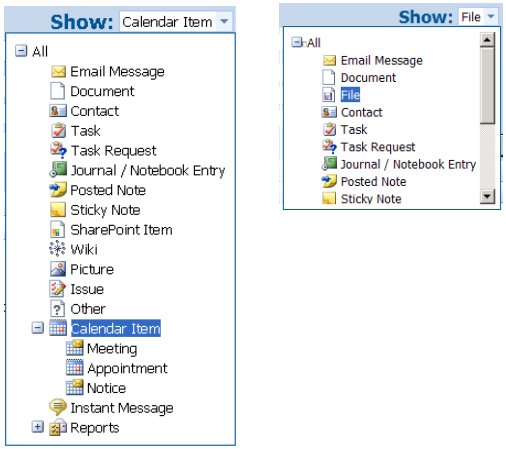


Figure 27 Show field - examples

The default content type is **All**.

For a list of the search fields available for each content type, refer to "Search Criteria Fields" on page 111.

Note: For Domino/Notes, all appointments, meetings, and events map to the Appointment content type. For example, to search for Notes Meeting items, select Calendar Item > Appointment in the Show field, not Calendar Item > Meeting. Alternatively, select Calendar Item in the Show field, which returns all calendar items regardless of the platform.

Note: If you are searching email content that was journaled from an Office 365 environment, you must search for that content using the Email Message content type (since that is how it was archived) and not as the content type appearing in Outlook, such as a meeting request or a task request. The search of Office 365 email messages may return meeting request and task request results as well as email message results.

Opening saved search criteria

If you have saved search criteria (as described in"Saving search criteria" on page 66), you can open the saved criteria and rerun the search.

You can rerun the search as-is with the saved criteria, or edit the criteria first. You can save the edited search criteria under a different name.

To open saved search criteria:

1. In the toolbar, click the **Open Search** icon.
2. In the Open Search dialog box:
   a. You can sort on the **Name** column or the **Modified** column to find saved criteria faster.

      Note: By default, saved searches are sorted on the Modified column, so that the last one saved is at the top of the list.

   b. Select the saved search criteria.
   c. Click **Open**.

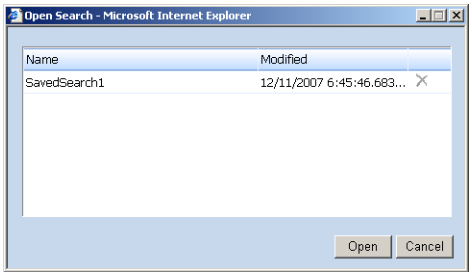


Figure 28 **Open Search**

The SourceOne Search page displays the saved search criteria.

To edit the criteria, refer to:

- "Customizing search fields" on page 52
- "Search Criteria Fields" on page 111

To delete saved criteria, refer to "Deleting saved search criteria" on page 66.

Searching on keywords

In this release, the behavior of the Keyword field differs depending on whether you are performing an Administrator search or a user search:

- Administrator search - can use the Keyword field to search on all indexed fields for all content types.
- User searches - can use the Keyword field to search on the subject, body, attachment, and attachment names.

Example 1 For the Email Message content type, both Administrator searches and user searches can search on keywords in the body, subject, attachment, and attachment names.

Example 2 For the Contact content type, Administrator searches can search on keywords in the first name, last name, and full name.

For Email Message content, to search the subject, body, attachment name, or the contents of attachments, you can use:

- The Subject, Body, Attachment Name, or Attachment fields. To add them to your search criteria, refer to "Adding a search field" on page 52.
- The keyword field, as described in the following procedure.

To search on a keyword:

1. Enter all or some of the characters of the keyword in the keyword field. Refer to "Searching for words and phrases" on page 47 for details.

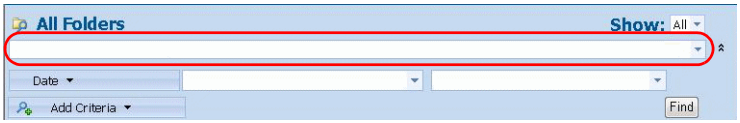


Figure 29 **Keyword field**

2. Click **Find**.

Words entered in the keyword field are ORed. To AND keywords, add another keyword field to the search criteria area. Refer to "Adding a search field" on page 52.

Characters

Some characters are not indexed by EMC SourceOne, so you cannot search on those characters. Other characters are reserved by EMC SourceOne, so you should not search on those characters, otherwise you may get unintended results.

This section lists the characters that are indexed, not indexed, and reserved.

Characters that are indexed and are searchable

Basic characters

Basic characters are always indexed. The basic character set includes:

```
a b c d e f g h i j k l m n o p q r s t u v w x y z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
```

Significant characters

Significant characters are indexed as standard alphanumeric characters. You can search for these characters if they are included as part of a word, or if they are a word by themselves. The significant character set includes:

```
$ % & - 0 1 2 3 4 5 6 7 8 9 @ _ Š Œ š œ Ÿ À Á Â Ã Ä Å
  Æ Ç È É Ê Ë Ì Í Î Ï Ð Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à
  á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ø ù ú û
  ü ý þ ÿ
```

Characters that are not indexed and are not searchable

Insignificant characters

Insignificant characters are not indexed and are automatically removed from a search string. The insignificant character set includes:

```
' / ` ‘ ’
```

Punctuation

Punctuation characters are not indexed; they are treated as white space. The period is treated as a punctuation character, and produces the same search results as other punctuation characters, unless a period occurs within a word. When a period occurs within a word, it is treated like an alphanumeric character. The punctuation character set includes the following characters:

```
< > ( ) { } [ ] | \ , ; : "
```

Reserved characters

Reserved characters have special meaning in the EMC SourceOne. Using any of these characters unintentionally in a search may produce unintended results. Reserved characters include:

```
* ! ~ ( ) \\ // ... .. + ' / ` ‘ ’
```

The asterisk is the wildcard character.

How to AND and OR search terms

By default:

- Values within a field are ORed. For example, if you enter the words **sales quota** in the same field, then messages matching *either* of the words will be returned. Refer to "Searching for words and phrases" on page 47 for more information. Address fields behave differently, as described in "Methods to specify addresses" on page 57.

- Values across all search fields are ANDed. For example, if you specify a recipient in the **Recipient** field, and a date in the **Date** field, then only those messages that match *both* the recipient and the date will be returned.

Note: The words AND and OR do not act as operators.

To AND search terms for the same field, add a duplicate search field. For example, you can do this to specify ranges for the **Date** field and the **Message Size** field. Refer to:

- "Adding a search field" on page 52
- "Specifying a date" on page 62
- "Specifying a message size" on page 64

Note: A search on multiple Sender fields against an EmailXtender archive is not supported as of SourceOne 6.5.2.

How to use the NOT (-) operator

In EMC SourceOne Search, a minus sign (-) at the beginning of a word acts as a NOT operator.

Note: The NOT (-) operator is not supported for address fields (Sender, Recipient, Sender or Recipient, and Owner).

Examples

- If you enter **`-closed`** in the Subject search field, then the search will not return messages containing the word `closed` in the subject.
- If you enter **`trade -closed`** in the Subject field, then the terms are ORed, as described in "Multiple words or phrases" on page 47. The search will find messages that have the word `trade` or that do not have the word `closed`. A message that has the word `closed` in the subject would be returned if it also has the word `trade` in the subject.

Note: The word NOT does not act as an operator.

Searching for words and phrases

Refer to:

- “Exact words and phrases” on page 47
- “Multiple words or phrases” on page 47

Exact words and phrases

To search for an exact word or phrase, enclose the text in double quotes.

For example, the search term **"George Washington"** will return items only if the exact phrase **George Washington** is found in its entirety. The text **George A. Washington** would not result in a match, nor would **Wash**.

Multiple words or phrases

You can search on multiple words and/or phrases. The words and phrases will be ORed.

For example, if you search on **sales quota Q3**, the words are OR’d. Results will be returned that partially match at least one of the words.

You can search on a mix of words and phrases, such as **Chicago "internal sales" Q1**.

To search on exact words and phrases, enclose the words and phrases in double quotes.

Using wildcards

You can use an asterisk (*) as a wildcard in a search term, according to the guidelines described in the following topics:

- “Supported uses of wildcards” on page 48
- “Non-supported uses of wildcards” on page 49
- “Using wildcards in the Attachment Name field” on page 50

Supported uses of wildcards

Wildcards are supported in the following cases:

- "At the beginning or end of a word" on page 48
- "ORing multiple words in the same text field" on page 48
- "ANDing multiple words using duplicate text fields" on page 49

At the beginning or end of a word

You can use a wildcard at the beginning or at the end of a word.

Use of a wildcard (*) is relatively efficient at the end of a word, and much more computer-intensive if used at the beginning of a word.

The following guidelines apply:

- **End of a word** – If you enter a wildcard at the end of a word, the search finds all words that start with the letters appearing before the wildcard character.

  Examples:

  - **`over*`** finds `over`, `overpay`, `overdraft`, `overstock`, and so forth.
  - **`stock*`** finds `stock`, `stockbroker`, `stockholder`, and so forth.
- **Beginning of a word** – If you enter a wildcard at the beginning of a word, the search finds all words that end with the specified letters. (This option may significantly increase the search time required.)

  Examples:

  - **`*over`** finds `over`, `turnover`, `holdover`, and so forth.
  - **`*stock`** finds `stock`, `overstock`, `livestock`, and so forth.

ORing multiple words in the same text field

You can OR multiple words in the same text field.

For example, assume you enter **`over* *stock`** in the **Subject** field.

Matching terms would be those that begin with `over` OR end with `stock`.

Matches could include `over`, `overpay`, `overdraft`, `overstock`, `stock`, and `livestock`, but would not include `turnover`, `holdover`, `stockbroker`, or `stockholder`.

ANDing multiple words using duplicate text fields

You can AND multiple words by using duplicate text fields.

For example, assume you add a second **Subject** field and enter the following values:

First Subject field: **`over*`**

Second Subject field: **`*stock`**

Matching terms would be those that begin with `over` AND end with `stock`.

Matches could include `overstock`, but would not include `over`, `overpay`, `overdraft`, `stock`, or `livestock`.

Non-supported uses of wildcards

Wildcards are not supported in the following cases:

- Embedded wildcard characters.

  Examples: `over*pay`, `stock*hold*er`

- Multiple wildcard characters in a single search term.

  Example: `*over*`

- A single wildcard character on its own.

  Example: `*`

- Wildcard used as an operator on a phrase.

  Example: `*"quarterly dividend"`

- Wildcard inside of a phrase.

  Example: `"quarterly * dividend"`

- In the **Owner** field.

If you use wildcard characters in unsupported cases, then the search criteria area displays an error message.

Figure 30 **Wildcard error message**

Using wildcards in the Attachment Name field

To search by file extension in the Attachment Name search field, type the period followed by the file extension. A wildcard is valid but not necessary. For example, to find items that have attachments with the TXT file extension, type either of the following entries:

```
.txt
*.txt
```

To search for attachment names that do not contain a certain file extension, use the Does Not Contain operator (a minus sign) in the Attachment Name search field. For example, to find items that do not have attachments with the TXT file extension, type either of the following entries:

```
-.txt
-*.txt
```

You can use wildcards to search for partial names. For example, for an attachment with the name `Q2FinanceReport.pdf`, the following wildcard usage would be valid:

```
*FinanceReport.pdf
Q2FinanceReport.*
```

Specifying folders to search

To specify the folders to search:

1. Click the **Pick Folders** icon in the upper left corner of the search criteria area, next to **All Folders**.

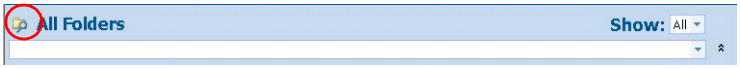


Figure 31 **Pick Folders icon**

If you do not have permissions for any folders for the search type that you selected, then the following error message displays: *No folders available for the selected search type*. Verify that you selected the correct search type, then repeat step 1. If you still see the error message, consult your system administrator.

If you do have permissions on any folders for the search type that you selected, then the Select Folder(s) dialog box opens.

2. In the Select Folder(s) dialog box, do one of the following steps:
   - Select the checkbox next to each folder you want to search.
   - Select the **Select All** checkbox.

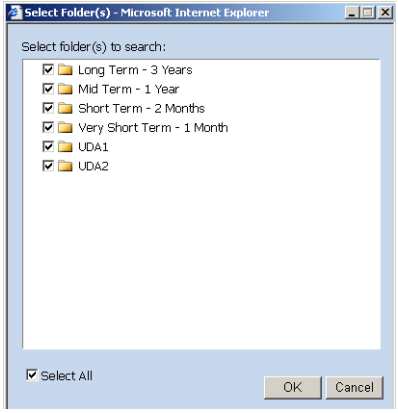


Figure 32 **Select Folder(s)**

Note: The folders listed are those for which you have been granted appropriate permission. For example, to perform an Administrator search on a folder, you must have Administrator permission on that folder. Refer to "Configuring Mapped Folders" in the *EMC SourceOne Administration Guide* for information about folder permissions.

3. Click **OK** to save your selections and to close the Select Folder(s) dialog box.

The names of the selected folders are displayed in the upper left corner of the search criteria area. If you selected **Select All**, then **All Folders** is displayed in the upper left corner of the search criteria area. The default is **All Folders**.

If the search criteria area does not display the name of the folder that you selected in the Select Folder(s) dialog box, press F5 to refresh the browser screen.

Customizing search fields

The default search fields depend on the content type that you selected in the Show field. For example, the default content type is All, and it has one default search field: Date.

The unlabeled keyword field is always available. You cannot remove it.

To customize search fields, refer to:

- "Adding a search field" on page 52
- "Changing a search field" on page 53
- "Removing a search field" on page 54
- "Resetting search fields and clearing search results" on page 55

Adding a search field

Note: A screen resolution of 800x600 does not provide enough room to display the Add Criteria submenus. Resize the search pane to make it larger, then resize the preview pane to make it smaller.

Refer to "Search Criteria Fields" on page 111 for descriptions of all available search fields.

To add a search field:

1. In the search criteria area, click **Add Criteria**.
2. Select the field you want to add from the Add Criteria dropdown list.

   The available fields depend on the content type that you selected in the Show field.

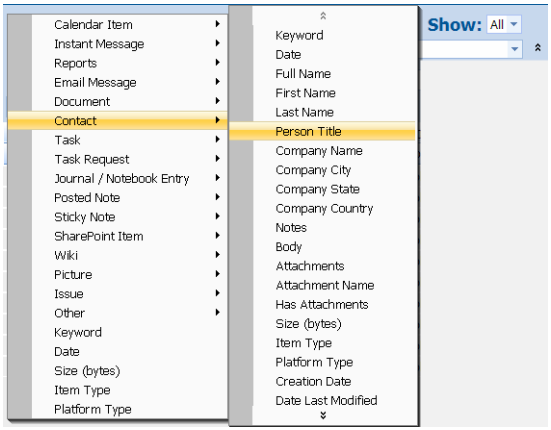


Figure 33 Example - Add Criteria list for All content types

The search criteria area refreshes.

The selected search field is added to the bottom of the search criteria area.

Changing a search field

For a given content type, you can change any search field to another search field in one step. For example, for the Email content type, you could change the Subject field to the Body field.

Refer to:

- "Retention of values in search fields" on page 53
- "Procedure: changing a search field" on page 54

Retention of values in search fields

For a given content type, values are retained when you change fields *of the same data type*.

For example, assume you select Email as the content type, and then specify *agenda* in the Subject field. If you change that field to the Body field, then change it back to the Subject field, the value *agenda* would display in the Subject field.

However, if you switch between the Subject field and a field of a different data type, such as Priority, the value would not be retained in the Subject field.

For example, for the Email Message content type:

- Value retention works for fields with the following data types:
  - Text: Body, Subject, Attachment, Attachment Name
  - Address: Recipient, Sender, Owner
  - Boolean: Has Attachments, Encrypted, Password Protected
- Value retention does not work for fields that are combo types (dropdowns): Date, Priority, Sensitivity, Item Type

Refer to "Search Criteria Fields" on page 111 for descriptions of all available search fields.

Procedure: changing a search field

To change a search field:

1. In the search criteria area, click the label of the search field you want to change.
2. Select the field you want from the dropdown list.

The search criteria area refreshes.

The original search field changes to the field you selected.

Removing a search field

The unlabeled keyword field is always available. You cannot remove it.

To remove a search field:

1. In the search criteria area, click the label of the search field you want to remove.
2. Select **Remove** from the dropdown list.

The search criteria area refreshes.

The search field is no longer displayed.

Resetting search fields and clearing search results

To revert to the default search fields and clear results, do one of the following steps:

- Click the **New Search** icon in the toolbar.

Figure 34 **New Search icon**

- In the search criteria area, click the dropdown arrow in the keyword search field, then select **New Search** from the keyword field's dropdown menu.

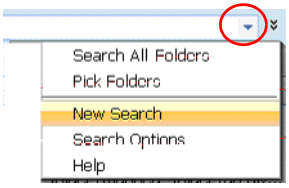


Figure 35 **New Search - keyword dropdown menu**

Specifying recipient, sender, or owner

Refer to:

- "Using the "Sender or Recipient" field or the Owner field" on page 56
- "Methods to specify addresses" on page 57
- "About indexes and address searches" on page 58
- "Selecting names from the address book" on page 58
- "Entering names manually" on page 62

Note: A search on multiple Sender fields against an EmailXtender archive is not supported as of SourceOne 6.5.2 and later.

Using the "Sender or Recipient" field or the Owner field

The **Sender or Recipient** field produces different results depending on whether the mail was archived using historical archiving or journaling.

When mail that was sent to distribution lists is archived through historical archiving, the **Sender or Recipient** field may produce incomplete search results.

The problem occurs because the distribution list is not expanded when mail that was sent to a distribution list is archived from a mailbox. With historical archiving (unlike journaling), the archive does not know the valid members of the distribution list when the message was sent. As a result, the person is marked as an Owner of the messages in the mailbox but not as a recipient. If the person's name is found in the To and/or the Cc fields, that person is marked as a recipient as well as an Owner.

When historical archiving is used to archive messages, the **Sender or Recipient** field will work for mail sent by the person being searched or received by them explicitly. But the searches will not return mail that the person received through a distribution list or BCC. To search for that mail, you must use the **Owner** field.

The **Sender or Recipient** searches work as expected when the mail is archived through journaling

Methods to specify addresses

There are two ways to specify addresses in the **Recipient**, **Sender**, **Sender or Recipient**, or **Owner** field. Each method generates a different type of search. Refer to:

- "Address book" on page 57
- "Manual entry" on page 57

Address book

When you select an address from the address book, an EQUALS (exact) search is generated for the selected address. Only messages with that exact address will be returned.

For example, if you select Alana E Raysor from the address book in the **Recipient** field, then only messages received by that person will be returned. Messages from other users with the name Alana will not be returned.

Note: When you select a user from the address book, the search will include all the addresses known by the mail server for the user.

Manual entry

Search terms are interpreted differently in address-type fields than in text fields.

Refer to:

- "Single search term" on page 57
- "Multiple search terms" on page 58
- "Wildcards" on page 58

Also refer to "Entering names manually" on page 62 for additional guidelines.

Single search term

When you manually type a single search term into the **Recipient**, **Sender or Recipient**, or **Sender** field, a CONTAINS (partial) search is generated. Messages with addresses that contain the specified address will be returned. For example, if you manually type the single search term *Alana* into the **Recipient** field, messages whose recipients are Alana E Gaymon and Alana E Raysor will be returned.

Manually type an address in the **Owner** field to search for messages belonging to a user no longer in the address book.

Note: If you type an address in the **Owner** field, you must enter the full address exactly as it was journaled. Unlike other address fields, partial searches are not performed on the **Owner** field.

The maximum number of characters you can type in an address field is 255.

Multiple search terms

You must separate multiple search terms with semicolons (Exchange/Outlook) or commas (Domino/Notes).

For example, to search on the recipients Alana E Gaymon and Allan E Cluff in an Exchange environment, enter:

```
Alana E Gaymon;Allan E Cluff
```

Wildcards

You can use wildcards in the **Recipient**, **Sender or Recipient**, or **Sender** fields.

About indexes and address searches

When you manually type an address in the **Recipient** or **Sender** field (a CONTAINS search), the full-text indexes are searched.

If indexing is not enabled, a search of the full-text indexes is not possible.

To search on addresses if indexing is not enabled, you must select addresses from the address book. The value specified must be an exact match of the address that was stored for the ingested email.

Selecting names from the address book

To select a recipient, sender, or owner from the address book:

1. Click the address book icon in the **Recipient**, **Sender**, or **Owner** field.

   The Find Names dialog box opens.

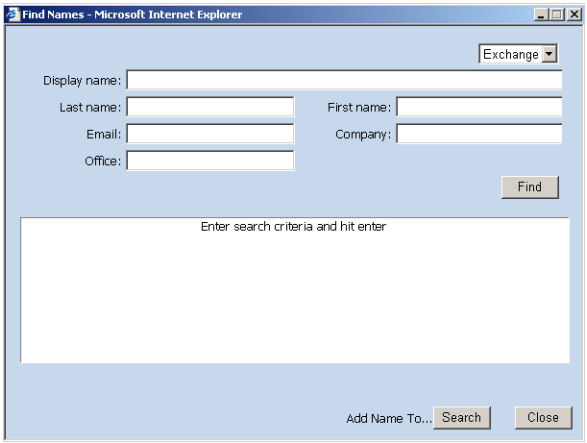


Figure 36 **Find Names - Exchange**

2. In the upper right corner, select the mail system (**Exchange** or **Domino**).

   Your email system determines the fields that are available in the Find Names dialog box.

3. For a Domino environment that does not use LDAP:

   a. In the **Choose Directory** field, select a Domino directory.

      The first page of the selected Domino directory displays.

   b. To navigate the directory, use either of the following steps:

      – Page through the directory using the paging arrows.
      – Type a partial name in the **User name** field, then click **Find** to go directly to that point in the directory. You can page back and forth from that point.

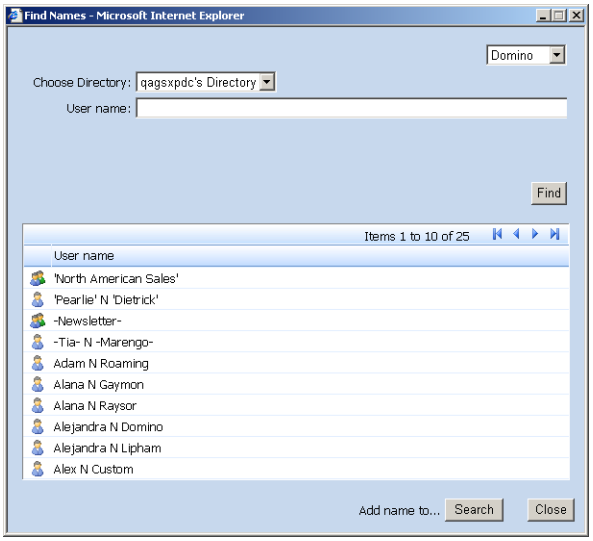


Figure 37 Find Names - Domino example

If you type a user name that does not match any names in the directory, then the following message displays: *No results to display. Please specify search criteria*.

4. For Exchange, or for a Domino environment that uses LDAP, you can search for a name using any combination of fields in the Find Names dialog box:

   a. Enter your search criteria in the appropriate fields.

      You can search on the following LDAP special characters:

      `* ( ) \`

      The asterisk (*) is a searchable character, not a wildcard character in the Find Names dialog. "Begins with" wildcard functionality is built in for the name fields (**Display name**, **Last name**, **First name**). For example, typing just the character `a` is equivalent to a wildcard search of `a*`.

      Note: (Domino only) To search on Office and Company, you must enable those fields in the Domino Admin client.

   b. Click **Find**.

   The Find Names dialog box lists names that match your criteria.

You can sort on any of the columns.

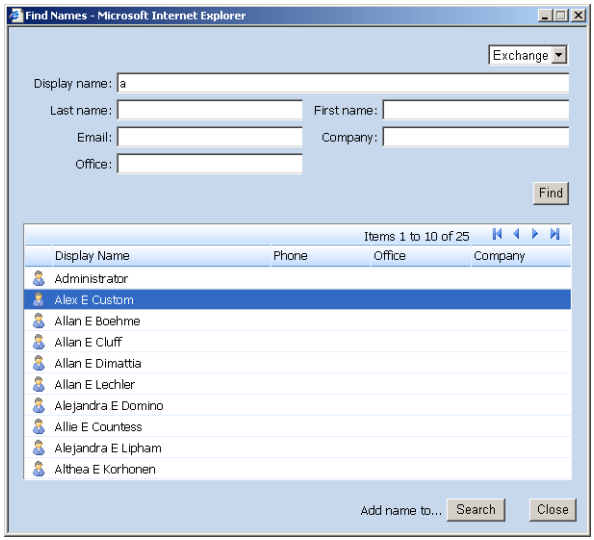


Figure 38 Find Names - Exchange example

5. Select the names that you want to copy to the EMC SourceOne Search page, then click **Search**.

   The selected names appear above the appropriate field in the search criteria area on the EMC SourceOne Search page.

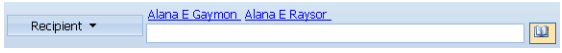


Figure 39 Selected names appear above address field

6. To specify both Exchange and Domino addresses in the same search field:

   a. In the upper right corner of the Find Names dialog box, select the other mail system (**Exchange** or **Domino**).

      The list of previously- selected names clears.

   b. Repeat steps 3 and 4.

7. When you are finished finding names, click **Close** to close the Find Names dialog box.

8. To remove a name from the list above a field in the search criteria area on the EMC SourceOne Search page, select the name, then press the **Delete** key.

Entering names manually

To enter names manually, type display names in the **Recipient**, **Sender**, or **Owner** field.

- If you type an address in the **Owner** field, you must enter the full address exactly as it was archived. Unlike other address fields, partial searches are not performed on the **Owner** field.
- Separate display names with semicolons (Exchange/Outlook) or commas (Domino/Notes).
- If a display name contains semicolons or commas (for example "John;s Mailbox"), you must select the user from the address book. Refer to "Selecting names from the address book" on page 58.
- The maximum number of characters you can type in an address field is 255.
- You cannot search on domain names (such as jdoe@xyz.com). For messages journaled from Exchange or Domino, SMTP addresses do not exist. You must enter the display name, not the SMTP address.

Specifying a date

The Date field is available for all content types. Refer to "Date field" on page 63.

Depending on the content type that you select, additional date fields are available to use as search criteria (such as Start Date, Creation Date, and Date Last Modified). Refer to "Search Criteria Fields" on page 111 for descriptions of the date fields available for each content type.

Note: The date is displayed according to the date format specified in regional settings on the Search Web server.

Date field

The Date search field is displayed by default.

This date represents the "most significant" date for the content type that you selected in the Show field.

Default date range

If your system administrator defines a default sliding date range, then the Date fields are pre-filled.

Figure 40 Example - default date range - on or before

Figure 41 Example - default date range - on or after

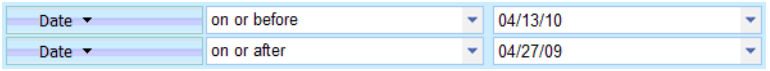


Figure 42 Example - default date range - between

The default sliding date range is based on today's date, and is updated when you perform any of the following actions:

- Select New Search to create a search.
- Select a different Search Type.
- Select a content type in the Show field.
- Run a search for the first time.

The default sliding date range is not updated for a previously run search until the system disposes of the search results (by default, after 7 days).

You can override the default dates or remove the Date fields.

Procedure

To specify a date in the Date field:

1. In the first part of the **Date** field, select one of the following options:
   - **on** - Use to specify a single date.
   - **on or after** - Use to specify the start date for an open-ended date range.

- **on or before** - Use to specify the end date for an open-ended date range.

2. In the second part of the **Date** field, click the dropdown arrow, then select a date from the calendar.

Note: The minimum date is January 1, 1970. The maximum date is January 1, 2038.

To specify a range between two dates:

1. Add another **Date** field. Refer to "Adding a search field" on page 52.
2. In the first **Date** field, select **on or after** and specify the start date.
3. In the second **Date** field, select **on or before** and specify the end date.

Note: You are not prevented from creating an illogical search that can never return any results.
For example, assume you search using two Date fields, with the first Date field set to *on or after tomorrow* and the second Date field set to *on or before yesterday.* There are no possible matches, so no results will be returned.

Specifying a message size

To specify a message size:

1. In the first part of the **Message Size** field, select one of the following options:
   - **equals** - Use to specify a size.
   - **greater than**- Use to specify the smallest size for an open-ended size range.
   - **less than** - Use to specify the largest size for an open-ended size range.
2. In the second part of the **Message Size** field, enter a size in bytes.

To specify a range between two sizes:

1. Add another **Message Size** field. Refer to "Adding a search field" on page 52.

2. In the first **Message Size** field, select **greater than** and specify the smallest size.
3. In the second **Message Size** field, select **less than** and specify the largest size.

Note: You are not prevented from creating an illogical search that can never return any results.
For example, assume you search using two Message Size fields, with the first Message Size field set to *less than* and the second field set to *greater than*. There are no possible matches, so no results will be returned.

Using "Indexing Error" and "Any Unindexed Content"

Search not only finds and returns content that was indexed, but also find items that could not be indexed. Search results can include:

- Items that were indexed.
- Items that match the ownership criteria, but could not be indexed due to encryption (for example, a message body that is encrypted).
- Items that match the ownership criteria, but have attachments that could not be indexed due to encryption or password protection.
- Items (and their attachments) that match the ownership criteria, but that could not be indexed due to an indexing error.

To find items that could not be indexed, use one of the following search fields:

- **Any Unindexed Content** - Set to **Yes** to find items that could not be indexed for any reason (encryption or password protection or indexing errors).
- **Indexing Error** - Set to **Yes** to find items that could not be indexed due to indexing errors only, not due to encryption or password protection.

An Indexing Error column is available for display in search results.

Saving search criteria

When you save search criteria, the search fields and their values are saved. The search scope (folders selected to search) is not saved. Search results are not saved.

To save your current search criteria:

1. In the toolbar, click the **Save Search** icon.

   The Save Search dialog box opens.

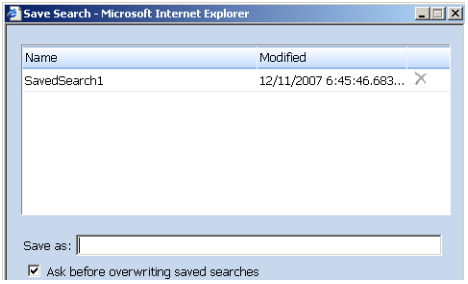


Figure 43 **Save Search**

2. In the **Save as** field, enter a name for the saved search criteria.
3. Do one of the following steps:
   - To be warned before saved searches are overwritten, select the **Ask before overwriting saved searches** checkbox.
   - To overwrite saved searches without being warned, clear the **Ask before overwriting saved searches** checkbox.
4. Click **Save and Close**.
5. Click **Cancel** to close the Save Search dialog box.

Deleting saved search criteria

To delete saved search criteria:

1. In the toolbar, click either the **Open Search** icon or the **Save Search** icon.
2. In the Open Search or Save Search dialog box, click the **X** next to the saved search you want to delete.

3. At the *Are you sure you want to delete this saved search?* prompt, click **OK** to confirm the delete.
4. At the *Delete successful!* prompt, click **OK**.
5. Click **Cancel** to close the Open Search or Save Search dialog box.

Performing a delegate search

You can search the archive based on delegate permissions configured in Microsoft Outlook or IBM Lotus Notes.

In EMC SourceOne Search:

- If your system administrator has enabled it, delegate search (Search As) is available for My Items, My Contributed Items, and All Items search types. It is never available for Administrator and My Files search types.
- You can search another user's email if you have been allowed delegate access by that user.
- A user can search your email if you allow that user delegate access. To allow a user delegate access to your email, refer to the documentation for your email client application (Microsoft Outlook or IBM Lotus Notes).

  Note: In IBM Lotus Notes, do not select any groups. For Notes, delegate users can perform a delegate search as a user, not as a group or a member of a group.

- A delegate search does not allow the delegate user to edit or delete items returned by a search.

Refer to:

- "Understanding "all or nothing" delegate privileges" on page 68
- "Searching another user's email as a delegate" on page 68
- "Changing from delegate search to non-delegate search" on page 69

Understanding "all or nothing" delegate privileges

For both Microsoft Exchange/Outlook and IBM Lotus Domino/Notes, assigning delegate permissions to another user is "all or nothing" on the entire mailbox. You cannot limit delegate actions to specific mail folders. Any delegate permission will grant "Search As" rights to all of a user's email in EMC SourceOne Search.

Example In Microsoft Outlook, assume you grant delegate permission to John Doe for only your calendar items. EMC SourceOne Search will allow John Doe "Search As" rights not only to your calendar items, but also to all your other email items, including your inbox.

Searching another user's email as a delegate

To search another user' s email as a delegate:

1. The other user must first allow you delegate access, as described in the documentation for your email client application (Microsoft Outlook or IBM Lotus Notes).

   Note: For Domino/Notes, you can perform a delegated search as a user, not as a group or a member of a group.

2. Log on to SourceOne Search as yourself.
3. In the toolbar, click **Search As**.

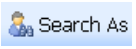


Figure 44 Search As

4. In the **Find Name** dialog box, search for and select the user whose email you want to search, for which you have delegate access:
   a. To search for a user, refer to "Selecting names from the address book" on page 58.
   b. Select the user from the list.
   c. Click **Search as**.

      The **Find Name** dialog box closes.

      In the EMC SourceOne Search toolbar, the **Search As** button displays the name of the selected user.

Note: You can perform a delegate search as one user at a time.

Note: Existing search results are cleared when you change from one Search As user to another Search As user.

5. In the **Search Type** field, select the appropriate search type, either My Items or My Contributed Items, as described in "Specifying a search type" on page 40.

   Note: The list updates to display the search types available for the user that you selected in step 4.

6. Specify other search criteria, then click **Find**.

   The search results list matching messages for the user you specified, not your messages.

   Note: You cannot edit or delete items found by a delegate search.

Changing from delegate search to non-delegate search

To change from delegate search to non-delegate search:

1. In the Search toolbar, click **Search As** *delegate_user*.
2. In the **Find Name** dialog box, click **Search as myself**.

   The **Find Name** dialog box closes.

Existing search results are cleared when you change from a delegate search to a non-delegate search.

3

Running and Monitoring Searches

This chapter contains the following topics:

- Running a search 72
- Monitoring search progress 72
- Stopping a search 72
- Understanding error messages and warnings 72
- About search jobs 74
- Re-running searches 74

Running a search

After you specify search criteria (as described in "Specifying Search Criteria" on page 35), click **Find** to run the search.

Monitoring search progress

While the search is in progress:

- The button label changes from **Find** to **Stop**.
- An animated magnifying glass icon is displayed.
- The word "Searching" appears in the results pane.

At the top of the search results area, the pager indicates the total number of results. Refer to "Navigating search results" on page 80.

Also refer to "Understanding error messages and warnings" on page 72.

Stopping a search

To stop a running search, click **Stop**.

Understanding error messages and warnings

No search criteria specified

If you do not specify any search criteria, then the following confirmation prompt appears when the search starts:

```
No Criteria Specified: No search criteria was specified.
Running this search will return all items in the archive.
Are you sure you want to continue?
```

Do one of the following steps:

- If you want the search to find and return all the items in the archive, click Yes.

  Note: Searching without criteria is not recommended. The search takes a long time and system performance is affected.

- If you want to cancel the search, click No. Specify search criteria and start the search again.

Errors If an error occurs during a search, an error message appears in the search criteria area, above the results area.

Figure 45 Error executing search

For Administrator searches, additional error messages may display, as described in the following table.

Table 4 Search error messages (Administrator)

Error message	Description
Permission denied.	You do not have Admin permissions on the folders that you selected to search.
The specified search criteria is invalid.	You entered criteria incorrectly in one or more search fields. Refer to "Specifying Search Criteria" on page 35.
Unable to start the specified task.	The search job was not able to start. Refer to "About search jobs" on page 74.
One or more indexes are unavailable. Search results may be incomplete.	A full-text index search was run against a folder that is not indexed, or the indexes associated with the folder are off-line.
An unknown error occurred.	An error occurred that is not covered by the other error messages.
Failed to retrieve item.	A Restore operation failed. This message is more likely to appear in the Failure Report dialog box, described in "Understanding status of Restore, Copy To, Delete operations" on page 107.
Failed to store item.	A Copy To operation failed. This message is more likely to appear in the Failure Report dialog box, described in "Understanding status of Restore, Copy To, Delete operations" on page 107.
Failed to delete item.	A Delete operation failed. This message is more likely to appear in the Failure Report dialog box, described in "Understanding status of Restore, Copy To, Delete operations" on page 107.

About search jobs

Every search generates a job, which administrators can monitor in the Job Management node of the EMC SourceOne console. Refer to the EMC *SourceOne Administration Guide*.

The status of the job affects the running search.

The following table describes the possible job states, and the effect of each state on a running search.

Table 5 Effect of job status on running search

Job Status	Effect on Running Search
Waiting	Search continues.
Running	
Resuming	
Complete	Search stops.
Suspended	
Stopped	
Failed	Error message displays. Refer to "Understanding error messages and warnings" on page 72.

Re-running searches

- Time zone changes affect the results of new searches, not the results of existing searches that you rerun.

  For example, assume you run a search that includes date criteria, and you save the search. If you change your time zone and re-run the search, the results are for the original time zone. The original search contains the original time based on the original time zone. This is by design so that:

  - The reloaded search correctly matches the reloaded search results.
  - Re-running the saved search maintains the originally intended time window.

If you change the time zone, and then create and run a new search that includes date criteria, the results will reflect the new time zone.

4

Working With Search Results

This chapter contains the following topics:

- Introduction 78
- Considerations and limitations 79
- Navigating search results 80
- Adjusting the size of the search results area 81
- Adding and removing columns in search results 82
- Adjusting column widths 82
- Changing order of columns 83
- Changing sort column and sort order 83
- Selecting items 84
- Previewing an item 84
- Opening items 85
- Opening a message 87
- Opening attachments 91
- Replying to or forwarding Lotus Notes messages 92
- Printing an item in the preview pane 92
- Deleting an item 93
- Restoring a message to a user mailbox 98
- Copying a message to an archive folder 104
- Understanding status of Restore, Copy To, Delete operations .. 107

Introduction

The search results area displays the list of items that match your search criteria.

To navigate search results, refer to "Navigating search results" on page 80.

To maximize the search results area for easier viewing, refer to "Adjusting the size of the search results area" on page 81.

You can add and remove the columns displayed in search results. Refer to:

- "Adding and removing columns in search results" on page 82
- "Search Results" on page 127

To perform actions on the items in the search results, refer to:

- "Selecting items" on page 84
- "Previewing an item" on page 84
- "Opening a message" on page 87
- "Opening attachments" on page 91
- "Printing an item in the preview pane" on page 92
- "Deleting an item" on page 93
- "Restoring a message to a user mailbox" on page 98
- "Copying a message to an archive folder" on page 104

Considerations and limitations

- In a mixed mail environment (both Microsoft Exchange and IBM Lotus Domino), Microsoft Outlook must be your default mail client. Otherwise, errors may occur when you try to preview or open a message.
- By design for both Administrator and user searches, SourceOne Search does not display BCC information in results. To see BCC information displayed in results, use EMC SourceOne Discovery Manager.
- If your system administrator configured SMTP address reuse in SourceOne, then the date ranges of My Items and My Contributed Items searches will be restricted to your "hire date" and will only return search results on or after that date.

  Note: The "hire date" restriction is enforced by the search backend only. In search criteria, no new Date fields are filled in automatically, and you are not prevented from specifying a date range that starts before your "hire date."

  Administrator, All Items, and My Files searches are not affected.
- Domino/Notes calendar entries sent from Blackberry may appear twice in search results. By design for compliance reasons, SourceOne archives a calendar entry again if the content changes.
- IBM Lotus Notes content from EmailXtender 4.x archives may not display correctly in Search results and preview. Some characters in archived Notes content may not display correctly. This is a known issue with EmailXtender 4.x character conversions.

  IBM Lotus Notes content is in LMBCS (Lotus Multi-Byte Character Set). EmailXtender 4.x converts from LMBCS to MBCS (Multi-Byte Character Set) according to the current code page on the EmailXtender 4.x server. The conversion may be incorrect. The content is then converted from MBCS to Unicode.
- When you use EMC SourceOne Search to restore a multi-byte character set message to IBM Lotus Notes that was archived from Exchange in EmailXtender, the subject and body of the message contain invalid characters.

- An IBM Lotus Notes user who has a base template plus a localized template can see two Inbox folders displayed when restoring email from Search results. Although the Inbox is listed twice, it represents a single Inbox. The user can select either Inbox and the message will restore properly.
- Archived files and SharePoint content may appear in My Contributed Items searches. If files and SharePoint items were archived to an Organization folder that is later converted to a Personal or Community folder with the Folder Conversion utility, then those archived items might appear in My Contributed Items search results. You can select files and SharePoint items in search results for deletion. However, the deletion does not occur, and an error message displays.

Navigating search results

If there are too many items to display on one page, based on the **Number of items to display per page** setting (described in "Setting preferences" on page 24), then the items are grouped into pages.

As results are being returned, the pager shows the number of items returned so far. When the search is complete, the pager shows the total number of items returned, and the range of row IDs for the items on the current page.

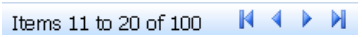


Figure 46 **Pager - search results**

For example, "Items 1 to 10 of 55" indicates that 55 items were returned, 10 are displayed at one time, and items with row IDs 1 through 10 are currently visible.

To see the results on the other pages, use the navigation icons described in the following table.

Table 6 Navigation icons

Icon	Description
	First - Displays the first page of results.
	Previous - Displays the previous page of results.
	Next - Displays the next page of results.
	Last - Displays the last page of results.

Adjusting the size of the search results area

To increase the size of the search results area, do any combination of the following steps:

- Maximize your browser window.
- To hide the search criteria area, click the double arrow in the upper right corner of the search criteria area, next to the keyword field.

Figure 47 Hiding search criteria area

- Drag the left edge of the preview pane to the right.

Adding and removing columns in search results

Certain columns are displayed by default in search results, depending on the content type.

To add and remove columns in search results, use the **Choose columns** checkboxes in the Options dialog box. Refer to "Setting preferences" on page 24.

Note: You must specify the columns before you run a search. If you specify certain columns after a search runs, and click Save in the Options dialog box, then an alert displays: *The following column(s) were added but data may not be available until the next search is run.* If you do not rerun the search after you add columns, then those columns may be empty in search results.
Both the search criteria fields and the results columns you choose determine whether a relational search or a full-text index search is performed. If you choose any columns that are full-text index only, then a full-text index search is performed, even if the search criteria fields by themselves could have supported a relational-only search. This full-text index search ensures that complete results are returned.

Adjusting column widths

To adjust column widths dynamically as you resize browser window, select the **Fit columns to screen** checkbox in the Options dialog box.

To display a horizontal scrollbar, clear the **Fit columns to screen** checkbox in the Options dialog box.

Refer to "Setting preferences" on page 24 for more information about the Options dialog box.

To adjust individual column width, drag the edge of the column header left or right.

Changing order of columns

To change the order of columns in search results, drag-and-drop a column label to the left or right, as appropriate. Blue arrows indicate where to drop the column label.

Changing sort column and sort order

To specify the column on which to sort results, click that column. A triangle appears to indicate the sort column and the direction of the sort (ascending or descending).

Note: By design, you cannot sort on the Summary column. It is a presentation-only column alias. The Summary column is displayed only in the "All" view.

To toggle between ascending order and descending order, click that column again.

Note: If you add a column after a search runs, you must rerun the search before you can sort on that column.

Selecting items

Use the checkboxes in the first column to select items in search results.

You can select items across pages.

Table 7 Selecting items

To select	Do this in the checkbox column
All items	Click the top checkbox in the column header.
Single item	Click checkbox for that message.
Multiple contiguous items	Shift-Click
Multiple non-contiguous items	Ctrl-Click
All items from current selection to end of set	Click-Shift-End
All items from current selection to beginning of set	Click-Shift-Home

Note: Before right-clicking an item to select an option from the popup menu, you must select the item.

Previewing an item

Note: SourceOne Search does not display encrypted content in the preview pane.

To preview an item, click the item in the search results.

The preview shows information about the item.

Content associated with the item is shown as an attachment. The display of attachments depends on whether or not the attachment file type (file extension) has been allowed by your system administrator:

- The names of restricted attachments display as plain text. You must open the item to access the attachment, as described in "Opening a message" on page 87.
- The names of allowed attachments are shown as links.

Refer to:

- "Opening a message" on page 87
- "Opening attachments" on page 91
- "Printing an item in the preview pane" on page 92

Note: When you use the up and down arrows to move through the search results, the preview pane updates when you stay on a row for about 0.75 seconds.

Opening items

The following table summarizes what happens when you open (double-click) items of various content types from different sources. The behavior also depends on the login you used (Microsoft Windows or IBM Lotus Domino).

Example When Outlook, not Notes, is installed on the client computer, you can open a Notes message in Search and view it in Outlook. The message will have low fidelity. All of the following limitations apply:

- You must log into the Web Search application using your Windows credentials.
- You must perform an Administrator or All Items search.
- Only the Email Message content type is supported. An error occurs if you try to open other Notes item types, such as an Appointment.t

Table 8 Opening items

Source	Microsoft Windows login	IBM Lotus Domino login
Exchange	You can open or download the Exchange message if you have Outlook installed on your computer.	The behavior depends on the item's content type: • You can open or download an Email item if you have the EMC SourceOne ONM Viewer installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area.

Table 8 Opening items (continued)

Source	Microsoft Windows login	IBM Lotus Domino login
Domino	The behavior depends on the item's content type: • You can open or download an Email item if you have Outlook installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area.	You can open or download the Notes message if you have the EMC SourceOne ONM Viewer installed on your computer.
SMTP/MIME	The behavior depends on whether your site has enabled or disabled the Enable Open MIME Native option in the SourceOne Admin console. If the Enable Open MIME Native option is disabled, then the behavior depends on the item's content type: • You can open or download an Email item if you have Outlook installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area. If the Enable Open MIME Native option is enabled (default), SMTP/MIME items are not converted; the native EML message is downloaded. To configure Outlook to open EML files, refer to the *EMC SourceOne Email Management Administration Guide*.	The behavior depends on whether your site has enabled or disabled the Enable Open MIME Native option in the SourceOne Admin console. If the Enable Open MIME Native option is disabled, then the behavior depends on the item's content type: • You can open or download an Email item if you have the EMC SourceOne ONM Viewer installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area. If the Enable Open MIME Native option is enabled (default), SMTP/MIME items are not converted; the native EML message is downloaded.
SharePoint	The behavior depends on the item's content type: • You can open or download an Email item if you have Outlook installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area.	The behavior depends on the item's content type: • You can open or download an Email item if you have the EMC SourceOne ONM Viewer installed on your computer. • You can open or download the first attachment of a Document item. • You cannot open other content types. An error message displays above the search results area.
Files	You can open or download the file content.	You can open or download the file content.

Opening a message

To download (retrieve) and open a message in its native format, you must have the appropriate mail client installed on your computer.

Refer to:

- "Downloading the EMC SourceOne ONM Viewer for Notes messages" on page 87
- "If Notes is not the default mail client, you must disable the Notes prompt" on page 89
- "Downloading or opening a message" on page 89

Downloading the EMC SourceOne ONM Viewer for Notes messages

If you log onto EMC SourceOne Search using an IBM Lotus Notes login, Search opens all messages in Domino/Notes format:

- You need the EMC SourceOne ONM Viewer to open Notes messages.
- If you search for Exchange/Outlook messages, and double-click on an Exchange/Outlook message, you are prompted to install the EMC ONM Viewer if it has not been installed. Search is working as designed.

Note: The ONM Viewer does not support the viewing of repeating Notices. If you attempt to view a repeating Notice, an error message displays: *Restore or viewing of repeated Notes messages from the archive is not currently supported*.

To download the EMC SourceOne ONM Viewer:

1. Consult your system administrator:
   - Your system administrator may have already installed the SourceOne ONM Viewer on your computer.
   - If your system administrator did not install the SourceOne ONM Viewer on your computer and has allowed users to install the viewer, you need the following software and privileges to download and install it:
     - .NET Framework 3.0

- IBM Lotus Notes client (required in addition to the EMC ONM Viewer to open IBM Lotus Notes messages in EMC SourceOne Search)
- Local Admin privileges

2. If the EMC SourceOne ONM Viewer is not installed on your computer, then the first time you double-click a Notes message in search results, a prompt appears.

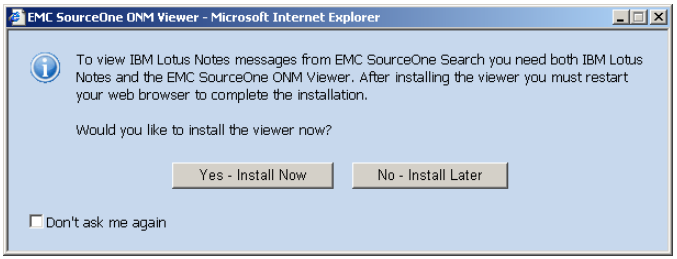

EMC SourceOne ONM Viewer - Microsoft Internet Explorer
To view IBM Lotus Notes messages from EMC SourceOne Search you need both IBM Lotus Notes and the EMC SourceOne ONM Viewer. After installing the viewer you must restart your web browser to complete the installation.
Would you like to install the viewer now?
Yes - Install Now
No - Install Later
Don't ask me again

Figure 48 **EMC SourceOne ONM Viewer prompt**

3. Do one of the following steps:
   - If you do not want to see the prompt again on this computer, select the **Don't ask me again** checkbox.
   - If you do want to see the prompt again on this computer, clear the **Don't ask me again** checkbox (default).

Note: To re-enable the prompt, refer to "Setting preferences" on page 24.

Note: If a newer version of the ONM Viewer is available, then the download prompt will appear even if you selected the **Don't ask me again** checkbox.

4. Do one of the following steps:
   - Click **Yes – Install Now** to install the SourceOne ONM Viewer. In the File Download dialog box, click **Open**. The installation starts.
   - Click **No – Install Later** to skip installing the SourceOne ONM Viewer. In the File Download dialog box, click **Save** to download the Notes message (in ONM file format) to your computer for viewing later (after you install the SourceOne ONM Viewer).

5. Restart your Web browser to complete the installation of the ONM Viewer, otherwise the *ExNotesApi.dll was not found* error message appears.

Note: You can also install the EMC SourceOne ONM Viewer from the Options dialog box. Refer to "Setting preferences" on page 24.

If Notes is not the default mail client, you must disable the Notes prompt

If Notes is not set as the default mail client, when you use the ONM Viewer, a Notes dialog box prompts you to set Notes as the default mail client: *Lotus Notes is not currently set as your default email program. Would you like to set it now?*

For example, if both the Outlook mail client and the Notes mail client are configured on the same computer, and Outlook is the default mail client, when you double-click on a Notes message in search results the ONM Viewer prompts for the ONM password and the Notes password. If you supply the correct Notes password, an exception occurs.

You must disable the Notes prompt to prevent exceptions from occurring, using one of the following steps:

- In the Note prompt dialog box, select the **In the future, do not perform this check** option.
- Disable the option in the user preferences of Notes.

Downloading or opening a message

By default, messages are downloaded or opened in MSG format. If your system administrator enabled it, you can download or open SMTP/MIME messages in EML format in Outlook 2007 or Outlook 2010, providing better rendering of the message contents.

You can open one message at a time.

To open a message:

1. Double-click the message in the search results.

   The File Download dialog box opens.

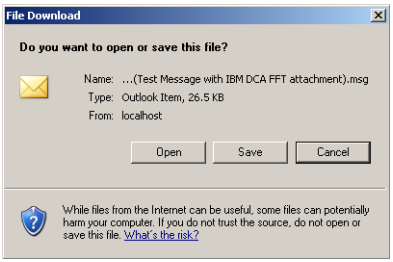

File Download
Do you want to open or save this file?
Name: ...(Test Message with IBM DCA FFT attachment).msg
Type: Outlook Item, 26.5 KB
From: localhost
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 49 File Download - message in MSG format

2. Do one of the following steps:

   - To open the message, select **Open**.

     If you logged onto EMC SourceOne Search using an IBM Lotus Notes login, then the EMC Enter Password dialog box displays for each message that you attempt to open. Enter the IBM Lotus Notes password, then click **OK**.

     The message opens in its native mail client, if the mail client is installed on your computer.

   - To download the message:

     a. Select **Save**.

     b. Specify a destination folder for the message.

     c. The subject of the message is used as the default message filename. You can change the filename.

     Note: Depending on your browser, some characters (such as spaces) may display differently. For example, the filename for a message with the subject "Q1 Sales Results" may display as "Q1%20Sales%20Results.msg", or the browser may decode the escaped characters and show the original characters.
     Since the subject may contain invalid characters, the filename generation method converts RFC 2396 reserved characters and all characters with a character value greater than 127 to their hexadecimal representation. All Unicode characters are converted to UTF-8 format before being escaped.

     ---

     d. To open the downloaded message in its native mail client, double-click on the message in the destination folder that you specified.

You can perform mail operations on the open message, such as forward or reply.

Note: Opening a message does not restore the message to your mailbox. Use the **Restore** icon in the toolbar to restore messages to your mailbox.

Opening attachments

The display of attachment names depends on whether or not the attachment file type (file extension) has been allowed by your system administrator:

- The names of restricted attachments display as plain text. You must open the message to access the attachment, as described in "Opening a message" on page 87.
- The names of allowed attachments are shown as links. Refer to the following procedure.

To open a message attachment shown as a link:

1. In the search results, click the message to display it in the preview pane.
2. Click the attachment link displayed in the preview pane.

   Note: To download an attachment, you must left-click on the link. Right-click > Save As is not supported.

   The File Download dialog box opens.

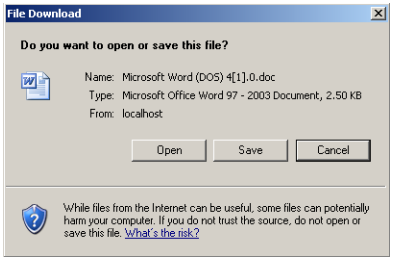

File Download
Do you want to open or save this file?
Name: Microsoft Word (DOS) 4[1].0.doc
Type: Microsoft Office Word 97 - 2003 Document, 2.50 KB
From: localhost
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 50 File Download - attachment

3. Do one of the following steps:
   - To open the attachment without downloading it, select **Open**.

     The attachment opens in its native application or viewer.
   - To download the attachment:
     a. Select **Save**.
     b. Specify a destination folder for the attachment.
     c. You can change the default filename.
     d. To open the downloaded attachment, double-click on it in the destination folder you specified.

Replying to or forwarding Lotus Notes messages

If you open a Lotus Notes message from search results and attempt to reply to or forward the message, an error displays: *Document has been deleted*. The error occurs because EMC SourceOne places the message back in the Lotus Notes database, instructs the Lotus Notes client to open the message, and then moves the message to the Trash folder. The error message is essentially correct - the message has been deleted.

To forward or reply to the message, do one of the following steps:

- Restore the message to your mail database.
- Open the Trash folder and restore the message before you perform any operation.

Printing an item in the preview pane

To print a message:

1. In the search results, select the message to display it in the preview pane.
2. Do one of the following steps:
   - Right-click the message in the preview pane, then select **Print**.
   - In the toolbar, click the **Print Message** icon.

3. In the Print dialog box, specify print options.

Deleting an item

The Delete operation is available for Administrator and My Contributed Items search types. It is not available for All Items, My Items, and My Files search types.

You can delete a message from:

- The archive, if you selected the Administrator search type.
- The archive, if you selected the My Contributed Items search type and if you have been given Delete permission on the folders containing the messages that you want to delete.

Refer to:

- "Prerequisites: Deleting a message" on page 93
- "Considerations: Deleting a message" on page 94
- "Procedure: Deleting a message" on page 94
- "Verifying that a message has been deleted from the archive" on page 96

Prerequisites: Deleting a message

Deleting duplicates

Duplicate mail items are not deleted from the archive automatically. To delete duplicate mail items from the archive, the duplicate items must be displayed in search results so that you can select and delete them.

To display duplicates in search results, you must clear the **Remove duplicate items from search results** checkbox in the Options dialog box. Refer to."Setting preferences" on page 24

Considerations: Deleting a message

- All messages that are selected in the result set will be deleted from the archive, not just the selected messages on the current page of results.
- Search results are not refreshed after you delete messages. Deleted messages remain in the current search results, even though they have been deleted from the archive.

  Note: User deletes may take up to 24 hours before the messages are removed from the archive. The deleted messages will be included in search results during this time.

- You cannot delete messages from the EmailXtender 4.8 SP1 archive through EMC SourceOne Search. To delete messages from the EmailXtender 4.8 SP1 archive, use the EmailXtender 4.8 SP1 Search Plug-in.

  By design, EMC SourceOne Search does not prevent you from trying to delete items from an EmailXtender 4.8 SP1 archive folder. EMC SourceOne Search reports the items in the failed items count on the Delete Status > Details page. Click the **View failure report** link on this page to see the Failure report. The items are labeled with "Failed to delete item."
- The Delete function is not available during delegate searches (Search As searches).

Procedure: Deleting a message

Note: To be able to delete a message from the archive, you must select either the Administrator search type or the My Contributed Items search type.

To delete a message:

1. Do one of the following steps:
   - Select the message in search results, then click the **Delete** icon on the toolbar.
   - Right-click the message in search results, then select **Delete**.

   If you select Delete without selecting any messages, then an error appears above the search results.

2. One of two confirmation prompts displays, depending on whether you enabled **Remove duplicate items from search results**, as described in "Setting preferences" on page 24.

   - If duplicates are removed from search results, the following prompt displays:
     - For an Administrator search type:

       ```
       There are n item(s) selected to be deleted.
       Duplicate items were not included in the search
       results. Deleting an item will remove only this
       copy of the item. If a copy exists in another
       folder, it will not be deleted.
       Are you sure you want to delete these n item(s)
       from the archive? This action cannot be undone.
       ```

     - For a My Contributed Items search type:

       ```
       There are n item(s) selected to be deleted.
       If the Archive contains one or more copies of
       these items, this action will only remove this
       instance.
       Duplicate items were not included in the search
       results. If a copy exists in another folder, it
       will not be deleted.
       Are you sure you want to delete these n item(s)
       from the archive? This action cannot be undone.
       ```

Message from webpage
There are 1 item(s) selected to be deleted.
If the Archive contains one or more copies of these items, this action will only remove this instance.
Duplicate items were not included in the search results. If a copy exists in another folder, it will not be deleted.
Are you sure you want to delete these 1 item(s) from the archive? This action cannot be undone.
OK
Cancel

Figure 51 User/UDA Delete confirmation prompt, when duplicates are removed

   - If duplicates are included in search results, the following prompt displays:
     - For an Administrator search type:

       ```
       There are n item(s) selected to be deleted.
       Are you sure you want to delete these n item(s)
       from the archive? This action cannot be undone.
       ```

     - For a My Contributed Items search type:

```
There are n item(s) selected to be deleted.
If the Archive contains one or more copies of
these items, this action will only remove this
instance.
Are you sure you want to delete these n item(s)
from the archive? This action cannot be undone.
```

Message from webpage
There are 1 item(s) selected to be deleted.
If the Archive contains one or more copies of these items, this action will only remove this instance.
Are you sure you want to delete these 1 item(s) from the archive? This action cannot be undone.
OK
Cancel

Figure 52 User/UDA Delete confirmation prompt, when duplicates are included

3. Click **OK** to continue, or **Cancel** to cancel the delete.
4. When the Delete operation is finished, and you reopen the Delete Status dialog box:
   - A prompt appears: *You will now be connected to your previous task. If you are finished viewing the results of the previous task and want to create a new one, you must first click Finish to release the previous one*.
     a. If you do not want to see this prompt again, select the **Do not show this message again** checkbox.
     b. Click **OK**.
   - The Delete Status dialog box displays the status of the operation. Refer to "Understanding status of Restore, Copy To, Delete operations" on page 107.
   - In the Delete Status dialog box, click **Finish** when you are done viewing the results.

Note: You must click Finish before you can start a new operation.

Verifying that a message has been deleted from the archive

It can take up to 24 hours after a you delete a message from Search for the message to be removed from the archive. In the case of messages deleted from the archive through the mail client, the 24 hours starts after the SourceOne administrator runs the Delete - User Initiated Delete activity.

Users

To confirm that your reference to a message has been deleted after 24 hours:

1. Use the My Contributed Items search type to search for the message that you deleted.
2. Verify that the deleted message is not returned in search results.

Administrators

You can use an Administrator search to verify deletions from Personal folders, not from Community folders:

- If all contributors have deleted their references to the message in a Personal folder, then the message should not be returned in search results. An Administrator search cannot verify that a user has deleted only his reference to a message in a Personal folder if other references to that message still exist.
- Even if all user references are removed, messages deleted from a Community folder will still be shown in an Administrator search. An Administrator search cannot verify any deletions from a Community folder.

Note: An Administrator search using the Owner field may find messages that the user has deleted.

Restoring a message to a user mailbox

If your system administrator enabled it, the Restore operation is available for Administrator, All Items, My Items, and My Contributed Items search types. It is not available for the My Files search type.

In an Administrator search, you can restore messages to another user's mailbox.

In a My Items or a My Contributed Items search, you can restore messages to your mailbox.

You cannot restore File content type items. If you select multiple items some of which are the Files content type, an error displays: "One or more files are selected. This operation is not valid for files. Unselect them and try again."

Refer to:

- "Considerations: Restoring a message to a user mailbox" on page 98
- "Procedure: Restoring a message to a user mailbox" on page 100

Considerations: Restoring a message to a user mailbox

- You can restore messages to mailboxes. You cannot restore files or SharePoint content to mailboxes. If you perform an Administrator search, and you select both messages and files to restore to a mailbox, the messages will be restored, but the files will not be restored.

  To restore a file to a file system, do one of the following steps:

  - Double-click the file in search results to open or download the file to the desired location on the file system.
  - Click the download link in the preview pane, then manually save the file to the desired location on the file system.
- When you restore an Exchange message to a folder in a Domino/Notes mailbox, that message may not be restored properly and could contain garbled characters or it may not be viewable. Avoid restoring or exporting Exchange messages to Domino/Notes mailbox folders.

- Domino/Notes users can create folders in the Notes client with names such as myfolder\branch1\branch2\leaf. Only the leaf folder is a valid destination in Notes. In the Restore dialog box, the complete name of this type of Notes folders is shown, but only the leaf folder can be a destination for restoring messages.

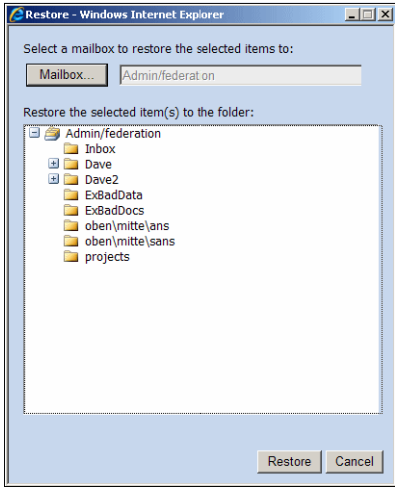


Figure 53 Example - Leaf folders (Notes)

- In Domino/Notes, messages do not display the correct recipient when they are restored from Search to any folder that is based on the Sent view in Notes. A recipient is added, but it is the Sender's email address instead of the Recipient. This is by design. Since a journal archived message contains a delivered date, it will never display in the Sent view. The Sent view only displays messages that do not contain a delivered date.
- You can do one restore operation at a time per session. Each restore operation can process multiple messages.
- All messages that are selected in the result set will be restored, not just the selected messages on the current page.
- If you are performing a delegate search ("Search As"), you cannot restore messages to the other person's mailbox. You can only restore messages to your mailbox (the logged-in user's mailbox).
- If you restore a message to a mailbox from Search, the restored message is not identified as having been previously archived. The message is subject to being re-archived if your system

administrator runs an historical archiving or shortcut activity against the mailbox. This occurs in both Exchange and Domino environments.

- Restoring shortcuts to full mailboxes causes problems. When a mailbox containing shortcut messages is close to exceeding the assigned size limit, shortcut messages can be restored to that mailbox causing it to exceed the size limit. This results in the user receiving error messages and no longer being able to send or receive messages using that mailbox.

  When a mailbox containing shortcuts is close to exceeding the size limit, the limit should either be increased or the user or administrator should not restore any shortcuts to the mailbox until the mailbox has more free space.

Procedure: Restoring a message to a user mailbox

To restore messages to a folder in a user mailbox on the mail server:

1. Select the messages, as described in "Selecting items" on page 84.
2. Do one of the following steps:
   - In the toolbar, click **Restore**.
   - Right-click in the search results, then select **Restore**.

   The Restore dialog box opens.

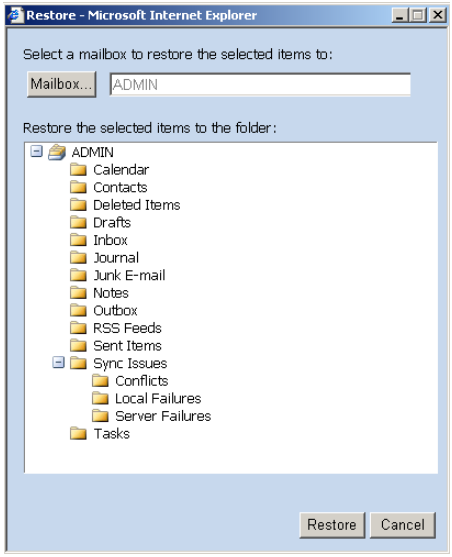


Figure 54 Restore

3. Do one of the following steps:
   - If you are performing an Administrator search, continue to step 4.
   - If you are performing a My Items search, skip to step 6.
4. Click **Mailbox**.
5. In the Find Names dialog box:
   d. Specify search criteria to find the mailbox. Refer to "Selecting names from the address book" on page 58.
   e. Click **Find**.

      The Restore dialog box lists the mailboxes that match your criteria.

      Note: For Domino, only the Inbox view and user folders are listed. All other views, such as Drafts or Sent, are not listed in the Restore dialog box.

   f. Select the mailbox.
   g. Click **Restoration**.

The Restore dialog box displays the name of the selected mailbox.

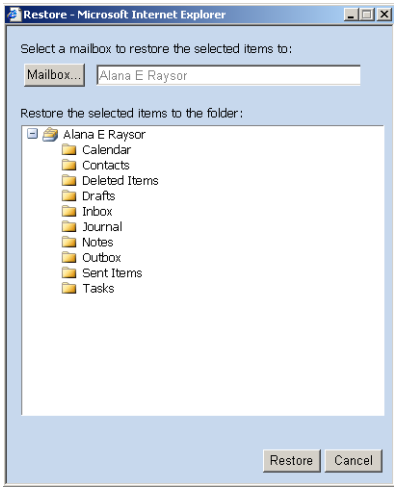


Figure 55 Restore - selected mailbox

6. Select the folder to which to restore the messages.
7. Click **Restore**.

   The Restore Status dialog box shows the progress of the restore. Refer to "Understanding status of Restore, Copy To, Delete operations" on page 107.

   On the Search toolbar, the **Restore** icon changes to a spinning gear while the restore is in progress.
8. While the restore operation is in progress:
   - To close the Restore Status dialog box without stopping the restore operation, click **Close**. You can reopen the Restore Status dialog box at any time to see the progress of the restore operation by clicking **Restore** in the toolbar.
   - To cancel the restore, click **Cancel Restore**.
9. When the Restore operation is finished, and you reopen the Restore Status dialog box:
   - A prompt appears: *You will now be connected to your previous task. If you are finished viewing the results of the previous task and want to create a new one, you must first click Finish to release the previous one.*

Restore Status - Microsoft Internet Explorer
You will now be reconnected to your previous task. If you are finished viewing the results of the previous task and want to create a new one, you must first click Finish to release the previous one.
OK
Do not show this message again

Figure 56 **Reconnect prompt**

a. If you do not want to see this prompt again, select the **Do not show this message again** checkbox.

b. Click **OK**.

- In the Restore Status dialog box, click **Finish** when you are done viewing the results.

Note: You must click Finish before you can start a new operation.

On the Search toolbar, the **Restore** icon changes from a spinning gear to the default **Restore** icon.

You are now able to perform another restore operation.

Copying a message to an archive folder

Introduction

The Copy To operation is available for the Administrator search type. It is not available for All Items, My Items, My Contributed Items, and My Files search types.

You cannot copy File content type items. If you select multiple items some of which are Files content type, an error displays: "One or more files are selected. This operation is not valid for files. Unselect them and try again."

You can do one copy operation at a time per session. Each copy operation can process multiple messages.

Note: All messages that are selected in the result set will be copied, not just the selected messages on the current page.

When you use the Copy To function to copy a message from one mapped folder to another, the ownership information on that message (Owner and Contributor) is copied according to the following table.

Table 3 Copy To - How ownership information is copied

Source folder type	Destination folder type	Behavior
Organization	Organization	The message and all ownership (Owner) information are copied.
Personal or Community	Organization	The message and Owner ownership are copied. Contributor ownership is not copied. Contributor ownership is not applicable in this case.
Personal or Community	Personal or Community	The message, Owner ownership, and Contributor ownership are copied.
Organization	Personal or Community	The message and Owner ownership are copied. Contributor ownership is assigned for all internal owners.

IMPORTANT

If the cache of internal addresses used to assign internal owners has not been initialized, then the Copy To Personal/Community folders job will fail. Refer to "Initializing the address cache for User Delete" in the *EMC SourceOne Email Management Administration Guide*.

Procedure To copy messages to an archive folder:

1. Select the messages, as described in "Selecting items" on page 84.
2. Do one of the following steps:
   - In the toolbar, click **Copy To**.
   - Right-click in the search results, then select **Copy To**.

   The Copy To dialog box opens.

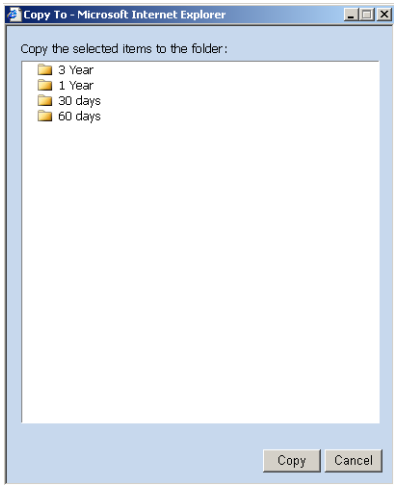


Figure 57 **Copy To**

3. Select the archive folder to which you want to copy the messages.
4. Click **Copy**.

   The Copy Status dialog box shows the progress of the copy. Refer to "Understanding status of Restore, Copy To, Delete operations" on page 107.

   On the Search toolbar, the **Copy To** icon changes to a spinning gear while the copy is in progress.
5. While the copy operation is in progress:
   - To close the Copy To Status dialog box without stopping the restore operation, click **Close**. You can reopen the Copy To Status dialog box at any time to see the progress of the copy operation by clicking **Copy To** in the toolbar.
   - To cancel the copy, click **Cancel Copy**.

6. When the Copy To operation is finished:
   - A prompt appears: *You will now be connected to your previous task. If you are finished viewing the results of the previous task and want to create a new one, you must first click Finish to release the previous one*.
     a. If you do not want to see this prompt again, select the **Do not show this message again** checkbox.
     b. Click **OK**.
   - In the Copy To Status dialog box, click **Finish** when you are done viewing the results.

     Note: You must click Finish before you can start a new operation.

   On the Search toolbar, the **Copy To** icon changes from a spinning gear to the default **Copy To** icon.

   You are now able to perform another copy operation.

Understanding status of Restore, Copy To, Delete operations

Refer to:

- "Understanding status indicators" on page 107
- "Viewing details about a Restore, Copy To, or Delete operation" on page 108
- "Viewing details about items that failed to process" on page 109

Understanding status indicators

When you perform a Restore, Copy To, or Delete, the status of the operation is displayed:

- If the operation completed successfully, then the Status dialog box displays the message *Completed successfully*.

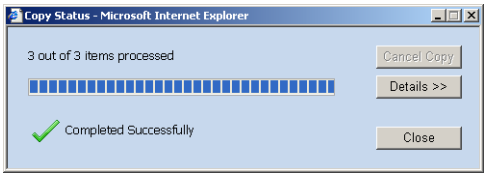


Figure 58 Completed successfully

- If the operation completed, but some items failed to process, then the Status dialog box displays the message *Errors were encountered. See failure report*.

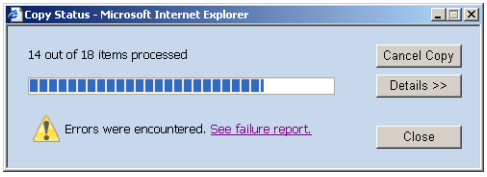


Figure 59 Errors were encountered

- If the operation failed, then the Status dialog box displays the message *Operation failed*. It may also display the *See failure report* link.

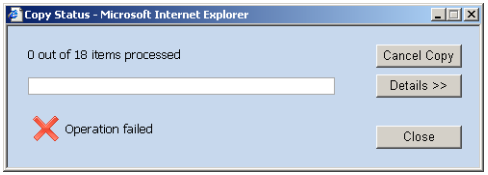


Figure 60 Operation failed

Viewing details about a Restore, Copy To, or Delete operation

To view details about an operation, click Details in the Status dialog box.

- For a Delete operation that completes successfully, it may take up to 24 hours before the messages are removed from the archive. The deleted messages will be included in search results during this time.
- Some browsers (such as Mozilla Firefox) may display "Done" in the status bar before a Search operation completes. The Done status indicates that the browser page has finished loading. It does not indicate the progress of the Search operation.

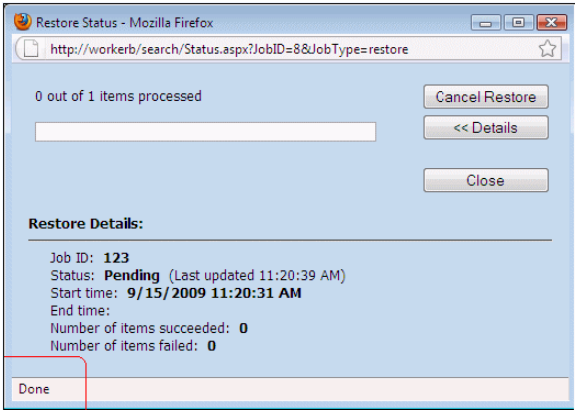


Figure 61 Restore dialog box - Done status in Mozilla Firefox

Viewing details about items that failed to process

To view details about the items that failed to process:

1. Click the *See failure report* link in the Status dialog box.

   The Failure Report dialog box lists an error detail and message ID for each failed item. If available, the received date and subject are also shown.

   For example, assume you are allowed to delete messages from the archive within 30 days of receipt. If you try to delete a message from the archive that is outside of that date window, an error message displays: *Delete window expired. Items older than 30 days cannot be deleted*.

2. Click **Refresh** to refresh the list while the operation continues to run.

3. Click **Close** to close the Failure Report dialog box.

A

Search Criteria Fields

This appendix contains the following sections:

- Introduction 112
- Search criteria fields by content type 113
- Descriptions of search criteria fields 117

Introduction

In this release of EMC SourceOne Search:

- Users can search for archived email content using the following search types: My Items and My Contributed Items.
- Users can search for archived files using the My Files search type.
- Administrators can search for archived email content, SharePoint content, and files using the following search types: Administrator and All Items.

Note: In this release, users cannot use SourceOne Search to search for archived SharePoint content. Users can search for archived SharePoint content using EMC SourceOne Archive Search in SharePoint. Refer to the *EMC SourceOne for Microsoft SharePoint Archive Search Quick Reference Card* or online help.

The tables in this appendix:

- List the search criteria fields available for each content type.
- Provide a description of each search criteria field.

Search criteria fields by content type

The following table lists the field that are available for search criteria. A plus sign (+) indicates that the search criteria field is available for the content type.

Table 9 Search criteria fields by content types

Search criteria field	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Keyword	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Date	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
File Name				+																	
File Content				+																	
Path Name				+																	
Last Access Time				+																	
Archive Time				+																	
Full Name					+																
First Name					+																
Last Name					+																
Person Title					+																
Company Name					+																
Company City					+																
Company State					+																
Company Country					+																

Table 9 Search criteria fields by content types (continued)

Search criteria field	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Subject		+				+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Title									+				+								
Name													+								
Date Picture Taken													+								
Category														+							
Tags													+								
Body		+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Attachments		+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Attachment Name		+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Has Attachments		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Owner	+	+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sender		+					+		+						+	+	+	+	+	+	+
Recipient		+					+								+	+	+	+	+	+	+
Sender or Recipient		+					+								+	+	+	+		+	+
From																+	+				
To																+	+				
CC																+	+				
Delegator																+	+				
Location																+	+	+			

Table 9 Search criteria fields by content types (continued)

Search criteria field	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Meeting Workspace																		+			
Issue ID														+							
Related Issues														+							
Comments														+							
Size	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sensitivity		+				+	+								+				+	+	+
Priority		+				+	+		+					+	+	+	+	+	+	+	+
Item Type	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Platform Type	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Encrypted		+	+	+	+	+	+	+	+	+					+	+	+	+	+	+	+
Password Protected Attachment		+	+		+	+	+	+	+	+	+	+	+		+	+	+	+	+	+	+
Creation Date		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Start Date						+	+									+	+	+			
End Date						+	+									+	+	+			
Date Sent		+				+	+								+	+	+		+	+	+
Due Date						+	+							+							
Date Last Modified		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Last Modified By		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

Table 9 Search criteria fields by content types (continued)

Search criteria field	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Created By		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+		+
Status						+	+							+							
Workflow Outcome						+															
Task Group						+															
Version			+		+	+			+		+	+	+	+				+			
Checkin Comments			+									+	+								
Source Type		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Source ID		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Entry ID	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

Descriptions of search criteria fields

The following table describes all of the search criteria fields.

Table 10 Descriptions of search criteria fields

Search field	Description	Data type, valid values and operators
Keyword	Refer to "Searching on keywords" on page 43.	Text
Date	Use to search for content based on the "most significant" date for the content type. Refer to "Specifying a date" on page 62.	Click the dropdown arrow in the first part of the Date field, then select one of the following values: • On • On or after • On or before Specify a date in the second part of the Date field.
File Name	The name of the file.	Text
File Content	Use to search for files based on text in the file.	Text. Maximum 255 characters.

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Path Name	The location of the file, as a full path name.	Text Performs an EQUALS search. You must specify the exact name of each folder in the path. Partial folder names and wildcards are not supported. Required: Two leading slashes (\\) Optional: Single slashes in the path. They do not affect search results. You can search for any valid path or sub path. For example, if an item was archived from \\MyMachine\ParentFolder\InnerFolder\ , then the following values in the Path Name field are valid: • \\MyMachine • \\MyMachine\ • \\MyMachine\ParentFolder • \\MyMachine\ParentFolder\ • \\MyMachine\ParentFolder\InnerFolder • \\MyMachine\ParentFolder\InnerFolder\ The following examples are invalid values that are not supported: • \\MyMachine\ParentFolder\InnerFo* (no support for wildcards) • MyMachine (leading slashes to form a valid path are required)
Last Access Time	The last date and time the file was accessed.	Date
Archive Time	The date and time the file was archived.	Date
Full Name	The full name (first and last name) of the contact.	Text
First Name	The first name of the contact.	Text
Last Name	The last name of the contact.	Text
Person Title	Job title of the contact.	Text
Company Name	Name of the contact's company.	Text
Company City	City in which the contact's company is located.	Text

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Company State	State in which the contact's company is located.	Text
Company Country	Country in which the contact's company is located.	Text
Subject	Use to search for items based on text in the subject.	Text. Maximum 255 characters.
Title	Display title of the item, which may differ from the name of the item.	Text
Name	Name of the item.	Text
Date Picture Taken	Date and time on which the image was created.	Date
Category	The category of the issue.	Text
Tags	For a picture, this is the same as the Keywords property in SharePoint.	Text
Body	Use to search for items based on text in the body. For a wiki item, this is the same as the WikiField property in SharePoint. For a picture, this is the same as the Description property in SharePoint.	Text. Maximum 255 characters.
Attachments	Use to search for items based on text in the attachment.	Text. Maximum 255 characters.
Attachment Name	Use to search for items based on text in the name of the attachment. To search by file extension in the Attachment Name search field, type the period followed by the file extension, without a wildcard. For example, to find items that have attachments with the TXT file extension, type: .txt To search for attachment names that do not contain a certain file extension, use the Does Not Contain operator (a minus sign) in the Attachment Name search field. Do not use a wildcard. For example, to find items that do not have attachments with the TXT file extension, type: -.txt	Text. Maximum 255 characters.
Has Attachments	Use to search for items that have attachments.	Click the Has Attachments field dropdown arrow, then select one of the following values: • *blank* = Exclude this field from the search. • Yes = Search for items that have attachments. • No = Search for items that do not have attachments.

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Owner	Available for Administrator search. Use to search for content based on the owner. Refer to "Specifying recipient, sender, or owner" on page 56. For SharePoint content types (SharePoint Item, Contact, Wiki, Discussion (Posted Note), Picture, and Document, the Author property is mapped to Owner. Not available for the File content type.	Address (route). You can select a value from the address book or type a value. Maximum 255 characters for manually entered values. **Note:** For Email Message content, if you type a value, you must enter the full address exactly as it was journaled. Unlike other address fields, partial searches are not performed on the Owner field.
Sender	Use to search for items based on the sender. Refer to "Specifying recipient, sender, or owner" on page 56.	Address (route). Select a value from the address book or type a value. Maximum 255 characters for manually entered values.
Recipient	Use to search for items based on the recipient. Refer to "Specifying recipient, sender, or owner" on page 56.	Address (route). Select a value from the address book or type a value. Maximum 255 characters for manually entered values.
Sender or Recipient	Use to search for items based on the sender or the recipient. Refer to "Specifying recipient, sender, or owner" on page 56.	Address (route). Select a value from the address book or type a value. Maximum 255 characters for manually entered values.
From	The person who sent the item.	Address (route)
To	The recipient of the item.	Address (route)
CC	The recipient who was carbon-copied on the item.	Address (route)
Location	The place where a meeting or appointment is scheduled to occur.	Text
Meeting Workspace	A meeting workspace is an ad-hoc SharePoint site created specifically in support of a meeting or event (appointment).	URL of SharePoint site
Issue ID	The ID of the issue.	Number (integer)
Related Issues	Issues related to the primary issue.	Text

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Comments	Comments associated with an issue.	Text
Size	Use to search for content based on size, in bytes.	Click the dropdown arrow in the first part of the Size field, then select one of the following values: • Equals • Greater than • Less than In the second part of the Size field, enter the size in bytes. The maximum number of digits is 20.
Sensitivity	Use to search for items based on sensitivity/mood.	Valid values are: • None • Personal • Private • Confidential • Flame (for Notes) • Good job (for Notes) • Joke (for Notes) • Reminder • Question (for Notes) • Thank you (for Notes) • FYI (for Notes)
Priority	Use to search for items based on the priority (importance).	Valid values are: • High • Normal • Low

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Item Type	Use to search for messages based on the item type (message class).	Valid values are: • Email Message • Contact • Appointment • Task/To Do • Task Request • Posted Note • Journal /Notebook Entry • Sticky Note • Schedule Entry • Notice • Document • Delivery Report • Read Report • Other Report • Other • SharePoint Item • Wiki (a SharePoint item type) • Issue (a SharePoint item type) • Picture (a SharePoint item type) • Instant Message (FaceTime, Bloomberg, Akonix, IMlogic, MindAlign, UBS Chat)
Platform Type	The type of system (platform) that was the source of the content.	Select one of the following values: • SMTP • Exchange • Notes • SharePoint • File • Unknown
Encrypted	Available for Administrator search. Use to search for messages that are encrypted.	Click the Encrypted field dropdown arrow, then select one of the following values: • *blank* = Exclude this field from the search. • Yes = Search for messages that are encrypted. • No = Search for messages that are not encrypted.

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators
Password Protected Attachment	Available for Administrator search. Use to search for messages that have password-protected attachments.It searches for the password-protected flag, not in the actual attachment. **Note:** Search results indicate which attachments are password protected only if the archive folder that you are searching has the Attachment Indexing option enabled.	Click the Password Protected field dropdown arrow, then select one of the following values: • *blank* = Exclude this field from the search. • Yes = Search for messages that have password-protected attachments. • No = Search for messages that do not have password-protected attachments.
Creation Date	The date/time when the item was created.	Date
Start Date	The date on which a task, task request, or calendar item started.	Date
End Date	The date on which a task, task request, or calendar item ended.	Date
Date Sent	The date on which an item was sent.	Date
Due Date	The date on which a task, task request, or issue is due.	Date
Date Last Modified	The date/time when the item was last modified.	Date
Last Modified By	Name of the person (editor) who last changed the item.	Text
Created By	Name of person who created the item. This may be the same as owner. SharePoint content types have only one owner per item.	Text
Status	Status of the task, task request, or issue. Refer to "Status values for Task, Task Request, and Issues" on page 124 for details.	Text
Workflow Outcome	For a task, the status of item in the workflow, such as Accept or Reject.	Text
Task Group	The task group to which a task belongs. (A task group is a collection of tasks that can be worked on in parallel.)	Text
Version	Version of the item.	Text
Checkin Comments	Comments associated with a document, wiki item, or picture when it was checked in to SharePoint.	Text
Source Type	The original content type of the item.	Text

Table 10 Descriptions of search criteria fields (continued)

Search field	Description	Data type, valid values and operators

Source Location	Available for Administrator search.
	The URL of the host server, web site, or SharePoint farm where the item originated.
	Use this field to search for the full path of a SharePoint item, or any of the paths in the path hierarchy.
	For example, assume an item was archived from:
	`http://SharePointServer/sites/MySite`
	
	The following entries would be valid values in the Source Location field:
	`http://SharepointServer`
	`http://SharepointServer/sites`
	`http://SharepointServer/sites/MySite`
	`http://SharepointServer/sites/MySite/`
	
	The trailing slash is optional.
	
	Note: Source ID is still used as a result column for displaying the URL. Source Location is not available as a result column.
		Text

Entry ID	ID of the item.	Text

Status values for Task, Task Request, and Issues

The following table lists the values in the Status search field. A plus sign (+) indicates that the value is available for a content type.

Table 3 Status values available for various content types

Status	Exchange (Task)	Domino (Task)	SharePoint (Task)	SharePoint (Issue)
Not Started	+	+	+	
In Progress/Active	+	+	+	+
Completed/Closed	+	+	+	+
Deferred	+		+	
Waiting	+		+	

Table 3 Status values available for various content types (continued)

Status	Exchange (Task)	Domino (Task)	SharePoint (Task)	SharePoint (Issue)
Overdue		+		
Rejected		+		
Resolved				+

B

Search Results

This appendix contains the following sections:

- Introduction 128
- Columns in search results 129
- Information in preview pane 133

Introduction

The tables in this appendix:

- List the columns available in search results for each content type.
- List the information displayed in the preview pane for each content type.

The following preview information and columns are available only for Administrator search:

- Owner
- Encrypted
- Password Protected Attachment
- Archive Folder

Columns in search results

The following table lists the columns that display in search results.

A plus sign (+) indicates that the column is available for the content type.

Table 11 Columns by content type

Column in search results	Content type																				
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Summary	+																				
Date	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
File Name				+																	
Last Access Time				+																	
Archive Time				+																	
Full Name	+				+																
First Name	+				+																
Last Name	+				+																
Person Title	+				+																
Company Name	+				+																
Company City	+				+																
Company State	+				+																
Company Country	+				+																
Subject	+	+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

Table 11 Columns by content type (continued)

Column in search results	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Title									+				+								
Name													+								
Date Picture Taken													+								
Picture Width													+								
Picture Height													+								
Category														+							
Has Attachments	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
From	+	+					+		+						+	+	+	+	+	+	+
To	+	+				+	+							+	+	+	+	+	+	+	+
CC	+	+					+								+	+	+	+	+	+	+
Host	+																				
Optional	+																				
Required	+																				
Location																+	+	+			
All Day Event																		+			
Issue ID														+							
Size	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sensitivity	+	+				+	+								+				+	+	+
Priority	+	+				+	+		+					+	+	+	+	+	+	+	+

Table 11 Columns by content type (continued)

Column in search results	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Item Type	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Platform Type	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Encrypted	+	+	+	+	+	+	+	+	+	+					+	+	+	+	+	+	+
Password Protected Attachment	+	+	+		+	+	+	+	+	+	+	+	+		+	+	+	+	+	+	+
Creation Date	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Start Date	+					+	+									+	+	+			
End Date	+					+	+									+	+	+			
Date Sent	+	+				+	+								+	+	+		+	+	+
Due Date	+					+	+							+							
Date Last Modified	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Last Modified By											+	+	+	+							
Created By											+	+	+	+							
Status	+					+	+							+							
Complete	+					+	+														
Percent Complete						+															
External Participant						+															
External Participant Reason						+															

Table 11 Columns by content type (continued)

Column in search results	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Workflow Name						+															
Workflow Outcome						+															
Task Group						+															
Version											+	+	+	+							
Conversation									+												
Conversation Index									+												
Source Type											+	+	+	+							
Source ID											+	+	+	+							
Archive Folder	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Folder	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Entry ID	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Result ID	+	+	+		+	+	+	+	+	+					+	+	+	+	+	+	+

Information in preview pane

The following table lists the information displayed in the preview pane. A plus sign (+) indicates that the information is available for the content type.

Table 12 Information in preview pane by content type

Information in preview pane	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Date		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
File Name				+																	
File Content				+																	
Path Name				+																	
Last Access Time				+																	
Archive Time				+																	
Full Name					+																
First Name					+																
Middle Name					+																
Last Name					+																
Person Title					+																
Email 1					+																
Email 2					+																
Email 3					+																
Mobile Phone					+																
Pager					+																

Table 12 Information in preview pane by content type (continued)

Information in preview pane	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Company Name					+																
Company Title					+																
Company Phone					+																
Company Assistant					+																
Company Street					+																
Company City					+																
Company State					+																
Company Country					+																
Notes					+																
Subject		+	+			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Title										+			+								
Name													+								
Date Picture Taken													+								
Picture Width													+								
Picture Height													+								
Category														+							

Table 12 Information in preview pane by content type (continued)

Information in preview pane	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Tags													+								
Body		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Attachments		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Attachment Name		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Has Attachments		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Owner		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sender		+					+								+	+	+			+	+
Recipient		+					+								+	+	+			+	+
From		+					+		+						+	+	+	+	+	+	+
To		+				+	+							+	+	+	+	+	+	+	+
CC		+					+								+	+	+	+	+	+	+
Delegator		+					+									+	+				+
Location																+	+	+			
Meeting Workspace																		+			
Issue ID														+							
Related Issues														+							
Comments														+							
Size		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sensitivity		+				+	+								+				+	+	+

Table 12 Information in preview pane by content type (continued)

Information in preview pane	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Priority		+				+	+		+					+	+	+	+	+	+	+	+
Item Type		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Platform Type		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Password Protected Attachment											+	+	+								
Creation Date		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Start Date						+	+									+	+	+			
End Date						+	+									+	+	+			
Date Sent		+				+	+								+	+	+		+	+	+
Due Date														+							
Date Last Modified		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Last Modified By		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Created By		+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+		+
Status						+	+							+							
Percent Complete						+															
External Participant						+															
External Participant Reason						+															

Table 12 Information in preview pane by content type (continued)

Information in preview pane	Content type																			
	All	Email Message	Document	Files	Contact	Task	Task Request	Journal/Notebook Entry	Posted Note	Sticky Note	SharePoint Item	Wiki	Picture	Issue	Other	Calendar Item	Meeting	Appointment	Notice	Instant Message	Reports
Workflow Name						+															
Workflow Outcome						+															
Task Group						+															
Version		+	+		+	+			+		+	+	+	+				+			
Checkin Comments			+									+	+								
Archive Folder		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Folder		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Entry ID			+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

C

Supported Symbols and Characters for Logon

This appendix contains the following sections:

- Introduction 140
- Supported symbols for logon 140
- Supported characters for logon 142

Introduction

If all of your SourceOne Search and Search Web Services servers are configured to use Windows code page 1252 (Western Europe/Latin1), then you can log on to SourceOne Search using the symbols and characters described in this appendix, as well as ASCII characters.

If your SourceOne Search web servers are configured to use a mix of Windows code pages including Windows code page 1252, then you must use only ASCII characters to log on. Other system code pages may allow you to use additional characters, but those code pages are not supported for SourceOne Search logon.

Supported symbols for logon

Table 13 Supported symbols for logon

Character	Code	Description
¡	161	inverted exclamation mark
¢	162	cent
£	163	pound
¤	164	currency
¥	165	yen
¦	166	broken vertical bar
§	167	section
¨	168	spacing diaeresis
©	169	copyright
ª	170	feminine ordinal indicator
«	171	angle quotation mark (left)
¬	172	negation
®	174	registered trademark
¯	175	spacing macron

Table 13 Supported symbols for logon (continued)

Character	Code	Description
°	176	degree
±	177	plus-or-minus
²	178	superscript 2
³	179	superscript 3
´	180	spacing acute
µ	181	micro
¶	182	paragraph
·	183	middle dot
¸	184	spacing cedilla
¹	185	superscript 1
º	186	masculine ordinal indicator
»	187	angle quotation mark (right)
¼	188	fraction 1/4
½	189	fraction 1/2
¾	190	fraction 3/4
¿	191	inverted question mark
×	215	multiplication
÷	247	division

Supported characters for logon

Table 14 Supported characters for logon

Character	Code	Description
À	192	capital a, grave accent
Á	193	capital a, acute accent
Â	194	capital a, circumflex accent
Ã	195	capital a, tilde
Ä	196	capital a, umlaut mark
Å	197	capital a, ring
Æ	198	capital ae
Ç	199	capital c, cedilla
È	200	capital e, grave accent
É	201	capital e, acute accent
Ê	202	capital e, circumflex accent
Ë	203	capital e, umlaut mark
Ì	204	capital i, grave accent
Í	205	capital i, acute accent
Î	206	capital i, circumflex accent
Ï	207	capital i, umlaut mark
Ð	208	capital eth, Icelandic
Ñ	209	capital n, tilde
Ò	210	capital o, grave accent
Ó	211	capital o, acute accent
Ô	212	capital o, circumflex accent
Õ	213	capital o, tilde

Table 14 Supported characters for logon (continued)

Character	Code	Description
Ö	214	capital o, umlaut mark
Ø	216	capital o, slash
Ù	217	capital u, grave accent
Ú	218	capital u, acute accent
Û	219	capital u, circumflex accent
Ü	220	capital u, umlaut mark
Ý	221	capital y, acute accent
Þ	222	capital THORN, Icelandic
ß	223	small sharp s, German
à	224	small a, grave accent
á	225	small a, acute accent
â	226	small a, circumflex accent
ã	227	small a, tilde
ä	228	small a, umlaut mark
å	229	small a, ring
æ	230	small ae
ç	231	small c, cedilla
è	232	small e, grave accent
é	233	small e, acute accent
ê	234	small e, circumflex accent
ë	235	small e, umlaut mark
ì	236	small i, grave accent
í	237	small i, acute accent
î	238	small i, circumflex accent
ï	239	small i, umlaut mark

Table 14 Supported characters for logon (continued)

Character	Code	Description
ð	240	small eth, Icelandic
ñ	241	small n, tilde
ò	242	small o, grave accent
ó	243	small o, acute accent
ô	244	small o, circumflex accent
õ	245	small o, tilde
ö	246	small o, umlaut mark
ø	248	small o, slash
ù	249	small u, grave accent
ú	250	small u, acute accent
û	251	small u, circumflex accent
ü	252	small u, umlaut mark
ý	253	small y, acute accent
þ	254	small thorn, Icelandic
ÿ	255	small y, umlaut mark

Index

A

accessing Search 12
adding
    search fields 53
address book
    selecting name 58
addresses
    specifying 57
Administrator search type 40
All Items search type 40
Always search embedded messages 25
AND search terms 46
Attachment field 119
Attachment Name field 119

B

Body field 119

C

changing
    search fields 53
Choose columns 25
clearing
    search results 55
columns
    adding and removing 82
    adjusting width 82
    changing order 83
    sort 83
Copy To dialog box 105
Copy To icon 20, 105
copying
    message to archive folder 104
customizing
    search fields 52

D

Date field 63, 117
default
    search fields 22
delegate search 67
    changing to non-delegate search 69
    permissions 67
Delete icon 94
deleting
    message 93
    saved search criteria 66
Do not prompt to install EMC SourceOne ONM Viewer 26
duplicates
    removing from search results 26

E

Encrypted field 122
error messages 73
exact word or phrase
    searching for 47

F

File Download
    attachment 91
    message 90
Find button 72
Find Names dialog box 59

Fit columns to screen 25
folders to search 51

H

Has Attachments field 119
Help icon 21

I

Install EMC SourceOne ONM Viewer link 26
Item Type field 122

J

jobs 74

K

keyword search 44

L

Log Off icon 21
logging off Search 17
logging on to Search 14

M

manually specifying name 63
Maximum number of search results 25, 26
message
    copying to archive folder 104
    deleting 93
    opening 87
    previewing 84
    printing 92
message attachment
    opening 91
Message Size field 64, 121
messages
    restoring 98
    selecting 84
monitoring
    search progress 72
multiple words or phrases
    searching for 47
My Contributed Items search type 40
My Files search type 40
My Items search type 40

N

name
    manually specifying 62
navigating
    search results 80
navigation icons 81
new search 39
New Search icon 20, 39, 55
NOT operator (-) 46
Number of items to display per page 25, 80

O

ONM Viewer 26, 87
Open Search dialog box 43
Open Search icon 20
opening
    message 87
    message attachment 91
    saved search criteria 42
Options dialog box 24
Options icon 20
OR search terms 45
Owner field 120

P

pager
    search results 80
Password Protected field 123
Pick Folders icon 51
preview pane 23
previewing
    message 84
Print Message icon 20, 92
printing
    message 92
Priority field 121

R

Recipient field 120
Remove duplicate items from search results 25, 26
removing

search fields 54
removing duplicates from search results 26
resetting
search fields 55
Restore dialog box 101
Restore icon 20, 100
restoring
messages 98
running the search 72

S

Save Search dialog box 66
Save Search icon 20
saved search criteria
deleting 66
opening 42
saving
search criteria 66
Search As icon 21, 68
search criteria
saving 66
search criteria area 21
search fields
adding 53
changing 53
customizing 52
removing 54
resetting 55
Search Logon page 14
search results
clearing 55
navigating 80
pager 80
search results area 23
adjusting size 81
search type 39
Search Type field 21, 40
Select Folder(s) dialog box 51
selecting
messages 84
name from address book 58
Sender field 120
Sender or Recipient field 120
Sensitivity Mood field 121
setting
preferences 24
sorting
search results 83
status
Restore, Copy To, and Delete operations 107
Stop button 72
stopping
running search 72
Subject field 119

T

toolbar 19

V

View failure report link 37

W

wildcard 47